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User Template Greetings APIs

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/<CallhandlerprimarytemplatesObjectId>
```

The following URI can be used to view the greetings:

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

The following URI can be used to view the alternate greeting:

```
GET https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId>/usertemplategreetings/Alternate
```

The following URI can be used to view the busy greeting:

```
GET https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId>/usertemplategreetings/Busy
```

The following URI can be used to view the error greeting:

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```
GET https://<connection-  
server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId  
>/usertemplategreetings/Error
```

The following URI can be used to view the closed greeting:

```
GET https://<connection-  
server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId  
>/usertemplategreetings/Off%20Hours
```

The following URI can be used to view the standard greeting:

```
GET https://<connection-  
server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId  
>/usertemplategreetings/Standard
```

The following URI can be used to view the holiday greeting:

```
GET https://<connection-  
server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId  
>/usertemplategreetings/Holiday
```

Updating Fields of Greeting

Request Body: enable greeting

```
<UserTemplateGreeting>  
  <EnableTransfer>true</EnableTransfer>  
</UserTemplateGreeting>
```

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

Response Code: 204

Request Body: enable with no end date

```
<UserTemplateGreeting>  
  <EnableTransfer>true</EnableTransfer>  
  <TimeExpires></TimeExpires>  
</UserTemplateGreeting>
```

The following is the response from the *PUT* request to enable with no end date and the actual response will depend upon the information given by you:

Response Code: 204

Request Body: enable until

```
<UserTemplateGreeting>  
  <EnableTransfer>true</EnableTransfer>  
  <TimeExpires>2014-12-31 05:30:00.000</TimeExpires>  
</UserTemplateGreeting>
```

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

Response Code: 204

Request Body: edit caller hears

```
<UserTemplateGreeting>
  <PlayWhat>2</PlayWhat>
  <PlayRecordMessagePrompt>>true</PlayRecordMessagePrompt>
</UserTemplateGreeting>
```

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

Response Code: 204

Request Body: enable ignore caller inputs

```
<UserTemplateGreeting>
  <IgnoreDigits>>true</IgnoreDigits>
</UserTemplateGreeting>
```

The following is the response from the *PUT* request to enable ignore caller inputs and the actual response will depend upon the information given by you:

Response Code: 204

Request Body: enable allow transfers to numbers not associated with users or call handlers

```
<UserTemplateGreeting>
  <IgnoreDigits>>false</IgnoreDigits>
  <EnableTransfer>>true</EnableTransfer>
</UserTemplateGreeting>
```

The following is the response from the *PUT* request to enable allow transfers to numbers not associated with users or call handlers and the actual response will depend upon the information given by you:

Response Code: 204

JSON Example

To enable allow transfers to numbers not associated with users or call handlers, do the following:

```
Request URI:
PUT https://<connection-server>/vmrest/callhandlerprimarytemplates/6bcd837d-f1cf-43c2-b199-85b4578
Accept: application/json
Content-type: application/json
Connection: keep-alive
Request Body:
{
  "EnableTransfer": "true", "IgnoreDigits": "false"
}
```

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: To enable transfer ignore digit must be false.

Changing after Greeting Actions

By default all the handlers must have tenant specific handlers

Example 1: Change Call Actions

```
Request Body:
<UserTemplateGreeting>
  <AfterGreetingAction>8</AfterGreetingAction>
</UserTemplateGreeting>
```

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

To change call actions, do the following:

```
PUT https://<connection-server>/vmrest/callhandlerprimarytemplates/6bcd837d-f1cf-43c2-b199-85b4578
Accept: application/json
Content-type: application/json
Connection: keep-alive
```

```
Request Body:
{
  "AfterGreetingAction": "8"
}
```

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: Values used for changing call actions are ? 1,4,6,8

Example 2: Change Call Handler

```
Request Body:
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>PHTransfer</AfterGreetingTargetConversation>
  <AfterGreetingTargetHandlerObjectId>ee065a6a-3f95-4b4d-bbbd-98cb2d4c0aa9</AfterGreetingTargetH
</UserTemplateGreeting>
```

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

Response Code: 204

NOTE: For attempt transfer use PHTransfer and for go directly to greetings use PHGreeting and

AfterGreetingTargetHandlerObjectId can be viewed from URI:

```
GET https://<connection-server>/vmrest/handlers/callhandlers
```

Example 3: Change Interview handler

Request Body:

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>PHInterview</AfterGreetingTargetConversation>
  <AfterGreetingTargetHandlerObjectId>2f6a0058-7535-48ac-abcd-c4b41d13f47e</AfterGreetingTargetHandlerObjectId>
</UserTemplateGreeting>
```

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

Response Code: 204

NOTE: AfterGreetingTargetHandlerObjectId can be viewed from URI:

```
GET https://<connection-server>/vmrest/handlers/interviewhandler
```

Example 4: Change Directory handler

Request Body:

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>AD</AfterGreetingTargetConversation>
  <AfterGreetingTargetHandlerObjectId>1f1941a5-3bb7-47ee-96f9-78691cd8ad43</AfterGreetingTargetHandlerObjectId>
</UserTemplateGreeting>
```

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

Response Code: 204

NOTE: AfterGreetingTargetHandlerObjectId can be viewed from URI:

```
GET https://<connection-server>/vmrest/handlers/directoryhandler
```

Example 5: Change Conversation

Request Body: for broadcast message administrator

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>BroadcastMessageAdministrator</AfterGreetingTargetConversation>
</UserTemplateGreeting>
```

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

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>SystemTransfer</AfterGreetingTargetConversation>
</UserTemplateGreeting>
```

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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

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>GreetingsAdministrator</AfterGreetingTargetConversation>
</UserTemplateGreeting>
```

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

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>SubSignIn</AfterGreetingTargetConversation>
</UserTemplateGreeting>
```

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

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>SubSysTransfer</AfterGreetingTargetConversation>
</UserTemplateGreeting>
```

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 6: Change user with Mailbox

```
<UserTemplateGreeting>
  <AfterGreetingAction>2</AfterGreetingAction>
  <AfterGreetingTargetConversation>PHTransfer</AfterGreetingTargetConversation>
  <AfterGreetingTargetHandlerObjectId>92a9008d-9e18-4cd1-8e3c-10df32295cd8</AfterGreetingTargetHandlerObjectId>
</UserTemplateGreeting>
```

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

Response Code: 204

Changing Caller Option

```
<UserTemplateGreeting>
  <EnAltGreetDontRingPhone>>true</EnAltGreetDontRingPhone>
  <EnAltGreetPreventSkip>>true</EnAltGreetPreventSkip>
  <EnAltGreetPreventMsg>>true</EnAltGreetPreventMsg>
</UserTemplateGreeting>
```

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

Response Code: 204

Creating Greeting

The following URI can be used to add greetings:

POST https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId>/usertemplategreetings/Alternate/greetingstreamfiles

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

Response Code: 201

Explanation of Data Fields

| Parameter | Operations | Data Type | Comments |
|---------------------|------------|------------|--|
| CallHandlerObjectId | String(36) | Read Only | The unique identifier of the call handler object to which this greeting rule belongs. |
| IgnoreDigits | Boolean | Read/Write | <p>A flag indicating whether Cisco Unity Connection takes action in response to touchtone keys pressed by callers during the greeting.</p> <p>Values can be:</p> <ul style="list-style-type: none"> • False: Caller input enabled during greeting • True: Caller input ignored during greeting <p>Default Value: False</p> |
| PlayWhat | Integer(2) | Read/Write | <p>The source for the greeting when this greeting is active.</p> <p>Default Value: 0 Default Values can be:</p> <ul style="list-style-type: none"> • Call handler - 1 (recording) • Subscriber - 0 (system) |
| RepromptDelay | Integer(2) | Read/Write | <p>The amount of time (in seconds) that Cisco Unity Connection waits without receiving any input from a caller before Cisco Unity Connection prompts the caller again.</p> <p>Default Value:2 Values can be:</p> |

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| | | | <ul style="list-style-type: none"> • 0: Do wait without receiving caller input and do not replay greeting. • 1 or greater: Wait this number of seconds without receiving any input from the caller before playing the greeting again. |
| Reprompts | Integer(2) | Read/Write | <p>The number of times to reprompt a caller. After the number of times indicated here, Cisco Unity Connection performs the after-greeting action.</p> <p>Default Value: 0 Values can be:</p> <ul style="list-style-type: none"> • 0: Do not reprompt - Cisco Unity Connection will play the greeting once and then the after-greeting action is taken. • 1 or greater: Number of times to reprompt. |
| TimeExpires | DateTime(8) | Read/Write | <p>The date and time when the greeting rule expires. The greeting rule is considered not expired (enabled), if the value is NULL or a future date. The greeting rule is considered expired (disabled), the value is in the past.</p> |
| GreetingType | String(12) | Read Only | <p>The type of greeting, e.g. "Standard," "Off Hours," "Busy," etc.</p> |
| AfterGreetingAction | Integer(2) | Read/Write | <p>AfterMessageAction can only accept integer with value 1, 2, 4, 6, 8</p> <p>Values can be:</p> <ul style="list-style-type: none"> • 1: Hang up • 2. for other actions with object id (call handler, interview handler, directory handler) • 4. Take Message • 6. Restart greeting • 8: Route from next call routing rule. |
| AfterGreetingActionObjectId | String(36) | Read/Write | <p>The unique identifier of the CallAction object that determines what action Cisco Unity Connection will take on the call after the greeting is played.</p> |
| PlayRecordMessagePromp | Integer(2) | Read/Write | <p>A flag indicating whether the ?Record your message at the tone?? prompt prior to recording a message.</p> <p>Values can be:</p> |

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| | | | |
|-------------------------|---------|------------|--|
| | | | <ul style="list-style-type: none"> • 0: System will not play the "Record your message at the tone" prompt prior to recording a message. • 1: System will play the "Record your message at the tone" prompt prior to recording a message. <p>Default Value: 1</p> |
| EnableTransfer | Boolean | Read/Write | <p>A flag indicating when an extension is dialed at the greeting and the extension is not available whether to transfer to another extension.</p> <p>Default value: 0 Values can be:</p> <ul style="list-style-type: none"> • 0: User cannot be transferred to another extension. • 1: User can "be transferred to another extension." |
| EnAltGreetDontRingPhone | Boolean | Read/Write | Transfer Callers to Greeting without Ringing User's Phone |
| EnAltGreetPreventSkip | Boolean | Read/Write | Prevent Callers from Skipping the User's Greeting |
| EnAltGreetPreventMsg | Boolean | Read/Write | Prevent Callers from Leaving Messages |