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Transfer Rules API

Administrator can use this API to create/update/delete/fetch the transfer rules. Various attributes of transfer rules can also be updated using this API. The following are the examples to access various types of transfer rules:

- To view call handler primary templates of a particular user template use the URI:

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

- From call handler primary template use the URI to view transfer options:

```
vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObjectId>/transferoptions
```

- To view the alternate transfer rule use the URI:

```
GET https://<connection-server>/vmrestvmrest/callhandlerprimarytemplates/<Callhandlerprimarytempla
```

- To view closed transfer rule use the URI:

```
GET https://<connection-server>/vmrestvmrest/callhandlerprimarytemplates/<Callhandlerprimarytempla
```

- To view standard transfer rule use the URI:

```
GET https://<connection-server>/vmrestvmrest/callhandlerprimarytemplates/<Callhandlerprimarytempla
```

Viewing the Alternate Transfer Rule

The following is an example of the GET request that lists the details of alternate transfer rule:

```
GET https://<connection-server>/vmrestvmrest/callhandlerprimarytemplates/<Callhandlerprimarytempla
```

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

```
<TransferOption>
<URI>/vmrest/callhandlerprimarytemplates/45e0a6f4-43c4-472a-8ffb-f6124aa549d0/transferoptions/Alternate
<CallHandlerObjectId>45e0a6f4-43c4-472a-8ffb-f6124aa549d0</CallHandlerObjectId>
<CallhandlerURI>/vmrest/callhandlerprimarytemplates/45e0a6f4-43c4-472a-8ffb-f6124aa549d0</CallhandlerURI>
<TransferOptionType>Alternate</TransferOptionType>
<Action>1</Action>
<RnaAction>1</RnaAction>
<TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
<TransferAnnounce>>false</TransferAnnounce>
<TransferConfirm>>false</TransferConfirm>
<TransferDtDetect>>false</TransferDtDetect>
<TransferHoldingMode>0</TransferHoldingMode>
<TransferIntroduce>>false</TransferIntroduce>
<TransferRings>4</TransferRings>
<TransferScreening>>false</TransferScreening>
<TransferType>0</TransferType>
<MediaSwitchObjectId>221ee752-5147-4326-9990-d4a138674f9e</MediaSwitchObjectId>
<PhoneSystemURI>/vmrest/phonesystems/221ee752-5147-4326-9990-d4a138674f9e</PhoneSystemURI>
<UsePrimaryExtension>>true</UsePrimaryExtension>
<PlayTransferPrompt>>true</PlayTransferPrompt>
<PersonalCallTransfer>>false</PersonalCallTransfer>
<Enabled>>false</Enabled>
</TransferOption>
```

Response Code: 200

JSON Example

To view the alternate transfer rule, do the following:

```
Request URI:
GET https://<connection-server>/vmrest/callhandlerprimarytemplates/<callhandlerprimarytemplatesobjectid>
Accept: application/json
Content-type: application/json
Connection: keep-alive
```

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

```
{
"@total": "3"
"TransferOption": [
{
"URI": "/vmrest/callhandlerprimarytemplates/02dcae3e-2e7c-4997-a36e-0f5276281078/transferoptions/Alternate"
"CallHandlerObjectId": "02dcae3e-2e7c-4997-a36e-0f5276281078"
"CallhandlerURI": "/vmrest/callhandlerprimarytemplates/02dcae3e-2e7c-4997-a36e-0f5276281078"
"TransferOptionType": "Alternate"
"Action": "1"
"RnaAction": "1"
"TransferAnnounce": "false"
"TransferConfirm": "false"
"TransferDtDetect": "false"
"TransferHoldingMode": "0"
"TransferIntroduce": "false"
"TransferRings": "4"
"TransferScreening": "false"
"TransferType": "0"
"MediaSwitchObjectId": "7c654c70-e76c-4e47-b8f6-fa92cec6755e"
```

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```
"PhoneSystemURI":"/vmrest/phonesystems/7c654c70-e76c-4e47-b8f6-fa92cec6755e"
"UsePrimaryExtension":"true"
"PlayTransferPrompt":"true"
"PersonalCallTransfer":"false"
"Enabled":"true"
}
{
"URI":"/vmrest/callhandlerprimarytemplates/02dcae3e-2e7c-4997-a36e-0f5276281078/transferoptions/Of
"CallHandlerObjectId":"02dcae3e-2e7c-4997-a36e-0f5276281078"
"CallhandlerURI":"/vmrest/callhandlerprimarytemplates/02dcae3e-2e7c-4997-a36e-0f5276281078"
"TransferOptionType":"Off Hours"
>Action":"1"
"RnaAction":"1"
"TransferAnnounce":"false"
"TransferConfirm":"false"
"TransferDtDetect":"false"
"TransferHoldingMode":"0"
"TransferIntroduce":"false"
"TransferRings":"4"
"TransferScreening":"false"
"TransferType":"0"
"MediaSwitchObjectId":"7c654c70-e76c-4e47-b8f6-fa92cec6755e"
"PhoneSystemURI":"/vmrest/phonesystems/7c654c70-e76c-4e47-b8f6-fa92cec6755e"
"UsePrimaryExtension":"true"
"PlayTransferPrompt":"true"
"PersonalCallTransfer":"false"
"Enabled":"true"
}
{
"URI":"/vmrest/callhandlerprimarytemplates/02dcae3e-2e7c-4997-a36e-0f5276281078/transferoptions/St
"CallHandlerObjectId":"02dcae3e-2e7c-4997-a36e-0f5276281078"
"CallhandlerURI":"/vmrest/callhandlerprimarytemplates/02dcae3e-2e7c-4997-a36e-0f5276281078"
"TransferOptionType":"Standard"
>Action":"1"
"RnaAction":"1"
"TransferAnnounce":"false"
"TransferConfirm":"false"
"TransferDtDetect":"false"
"TransferHoldingMode":"0"
"TransferIntroduce":"false"
"TransferRings":"4"
"TransferScreening":"false"
"TransferType":"0"
"MediaSwitchObjectId":"7c654c70-e76c-4e47-b8f6-fa92cec6755e"
"PhoneSystemURI":"/vmrest/phonesystems/7c654c70-e76c-4e47-b8f6-fa92cec6755e"
"UsePrimaryExtension":"true"
"PlayTransferPrompt":"true"
"PersonalCallTransfer":"false"
"Enabled":"true"
}
}
}
}
```

Response Code: 200

Updating Transfer Option

The following is an example of the GET request that updates the transfer option:

```
GET https://<connection-server>/vmrestvmrest/callhandlerprimarytemplates/<Callhandlerprimarytempla
```

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```
<TransferOption>
<Action>0</Action>
<TimeExpires>1972-01-01 00:00:00.0</TimeExpires>
<TransferAnnounce>>false</TransferAnnounce>
<TransferConfirm>>false</TransferConfirm>
<TransferHoldingMode>0</TransferHoldingMode>
<TransferIntroduce>>false</TransferIntroduce>
<TransferRings>4</TransferRings>
<TransferScreening>>false</TransferScreening>
<TransferType>0</TransferType>
</TransferOption>
```

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

JSON Example

To update the transfer rule, do the following:

```
Request URI:
PUT https://<connection-server>/vmrest/callhandlerprimarytemplates/<CallhandlerprimarytemplatesObj>
Accept: application/json
Content-type: application/json
Connection: keep-alive
Request Body:
{
  "Action": "1",
  "TransferAnnounce": "false",
  "TransferConfirm": "false",
  "TransferHoldingMode": "0",
  "TransferIntroduce": "false",
  "TransferRings": "4",
  "TransferScreening": "false",
  "TransferType": "0"
}
```

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

Use the following code snippet to change action to "Enable with no end date":

```
<TransferOption>
<Enabled>>true</Enabled>
<TimeExpires></TimeExpires>
</TransferOption>
```

NOTE: Same way closed transfer rule can be edited and for standard transfer rule status cannot be updated.

Explanation of Data Fields

| Parameter | Operations | Data Type | Comments |
|--------------------|------------|-----------|--|
| TransferOptionType | String(64) | Read Only | The type of transfer option, e.g. "Standard," "Off Hours," or "Alternate." |

| | | | |
|---------------------|----------|------------|--|
| Enabled | Boolean | Read/Write | To enable transfer rules. Default value: False |
| TimeExpires | DateTime | Read/Write | The date and time when this transfer option expires. If the transfer rule is enabled, the value is NULL or a date in the future. If the transfer rule is disable, the value is a past date. |
| Actions | Integer | Read/Write | A flag indicating whether Cisco Unity Connection transfers the call to the call handler greeting or attempts to transfer the call to an extension. Values can be: <ul style="list-style-type: none"> • 0: Greeting • 1: Extension |
| TransferType | Integer | Read/Write | The type of call transfer Cisco Unity Connection will perform - supervised or unsupervised (also referred to as "Release to Switch" transfer). Values: <ul style="list-style-type: none"> • 0: Release to Switch • 1: Supervise Transfer |
| TransferRings | Integer | Read/Write | The number of times the extension rings before Cisco Unity Connection considers it a "ring no answer" and plays the subscriber or handler greeting. Applies only when the "TransferType" column is set to supervised (1). This value should never be less than 2 for a supervised transfer. |
| PlayTransferPrompt | Boolean | Read/Write | Enables "Wait While I Transfer Your Call" Prompt. Values: <ul style="list-style-type: none"> • False: System will not play the ?Wait while I transfer your call? prompt prior to transfer. • True: System will play the ?Wait while I transfer your call? prompt prior to transfer. Default value: True |
| TransferHoldingMode | Integer | Read/Write | The action Cisco Unity Connection will take when the extension is busy. Applies only when the "TransferType" column is set to supervised (1). Values: <ul style="list-style-type: none"> • 0: Send callers to voicemail. • 1: Put callers on hold without asking. |

| | | | |
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| | | | <ul style="list-style-type: none"> • 2: Ask callers to hold. |
| TransferAnnounce | Boolean | Read/Write | <p>A flag indicating whether Cisco Unity Connection plays "transferring call" when the subscriber answers the phone.</p> <p>Requires a "TransferType" of supervised (1). Values:</p> <ul style="list-style-type: none"> • False: Do not say "Transferring call" when the subscriber answers the phone • True: Say "Transferring call" when the subscriber answers the phone <p>Default value: False</p> |
| TransferIntroduce | Boolean | Read/Write | <p>A flag indicating whether Cisco Unity Connection will say "call for <recorded name of the call handler>" when the subscriber answers the phone.</p> <p>Requires a "TransferType" of supervised (1). This functionality is normally used when a single extension number is being shared by multiple subscribers or a scenario where the subscriber who is the message recipient takes calls for more than one dialed extension. The introduction alerts the subscriber who answers that the call is for the call handler. Default value: False</p> |
| TransferConfirm | Boolean | Read/Write | <p>A flag indicating whether Cisco Unity Connection prompts the subscriber to accept or refuse a call ("Press 1 to take the call or 2 and I'll take a message"). If the call is accepted, it is transferred to the subscriber phone. If the call is refused, Cisco Unity Connection plays the applicable subscriber greeting.</p> <p>Requires a "TransferType" of supervised (1). Typically this is used in conjunction with the call screening option ("TransferScreening" column) enabled. This combination enables the subscriber to hear the name of the caller and then decide if they want to take the call or not. Values:</p> <ul style="list-style-type: none"> • False: Transfer confirm disabled • True: Transfer confirm enabled <p>Default value: False</p> |
| TransferScreening | Boolean | Read/Write | <p>Requires a "TransferType" of supervised (1).</p> <p>Normally this column is used along with "TransferConfirm" to allow the subscriber to screen calls. Values:</p> |

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| | | | |
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| | | | <ul style="list-style-type: none">• False: Call screening disabled• True: Ask and record caller name <p>Default value: False</p> |
|--|--|--|---|