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## Introduction

The GUI and command-line interface (CLI) configuration interfaces offered by Cisco Unity Express (CUE) are designed for human interaction. These interfaces, though extensive in nature, prove difficult when integration with other software systems is required. The CUE Programmatic Interface (PI) addresses this issue by providing a set of well-defined application programming interface (API) and data structures that external software systems could invoke to perform configurations on a CUE system. Clients using PI to interact with CUE are expected to benefit from improved performance, scalability, and faster integration.

This document defines in detail the data structures, API, and calling conventions a programmer should employ when using the CUE PI.

The CUE PI is implemented as a web service. Like most web services, it uses HTTP as communication protocol and XML documents for exchanging information between client and server. The service is based on Representational State Transfer (REST) architecture and uses Java API for RESTful Web Services (JAX-RS) specifications for implementation.

Readers are assumed to be familiar with HTTP and XML standards. A brief introduction to REST architectural style is provided in this document, but for better understanding, references are provided for further reading. Also, it is assumed that the reader has some basic knowledge of CUE configuration operations and CUE system concepts.

The CUE PI provides access for configuration purpose only and does not cover the following functionality:

- Subscriber voicemail access
- Change notifications
- System administration related task like Software Upgrade, Backup/Restore, and Reset to factory
- Reporting

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This document contains the following sections:

- [Cisco Unity Express -- RESTful Web Services](#): A description of the REST web services.
- [Cisco Unity Express -- Quick Start for RESTful Web Services](#): Provides quick start information for using REST web services.
- [Cisco Unity Express -- Client Software Choices](#): Lists the software choices for clients.
- [Cisco Unity Express -- REST PI Service Conventions](#): Contains the REST PI service conventions.
- [Cisco Unity Express -- REST PI Service Operations](#): Describes the REST PI service operations.
  - ◆ [Cisco Unity Express -- XML Schema Download REST PI Service Operation](#)
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  - ◆ [Cisco Unity Express -- Voicemail Settings REST PI Service Operation](#)
- [Cisco Unity Express -- References](#): Lists the references used in this document.