



# Cisco Unity Connection Provisioning Interface (CUPI) API -- Class Of Service

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## Listing the Class of Service

The user's class of service (COS) can be retrieved from the following URL:

```
GET https://<connection-server>/vmrest/user/cos
```

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

```

<Cos>
  <URI>/vmrest/coses/803f97c3-a2fd-4edc-9277-10838f9765ec</URI>
  <ObjectId>803f97c3-a2fd-4edc-9277-10838f9765ec</ObjectId>
  <AccessFaxMail>>false</AccessFaxMail>
  <AccessTts>>false</AccessTts>
  <CallHoldAvailable>>false</CallHoldAvailable>
  <CallScreenAvailable>>false</CallScreenAvailable>
  <CanRecordName>>true</CanRecordName>
  <FaxRestrictionObjectId>e29bada0-f4e2-47e3-863f-923f9d30bcbf</FaxRestrictionObjectId>
  <ListInDirectoryStatus>>true</ListInDirectoryStatus>
  <LocationObjectId>94c234f0-62a0-492f-b918-2ba125f213f6</LocationObjectId>

<LocationURI>/vmrest/locations/connectionlocations/94c234f0-62a0-492f-b918-2ba125f213f6</LocationURI>

  <MaxGreetingLength>90</MaxGreetingLength>
  <MaxMsgLength>300</MaxMsgLength>
  <MaxNameLength>30</MaxNameLength>
  <MaxPrivateDlists>25</MaxPrivateDlists>
  <MovetoDeleteFolder>>true</MovetoDeleteFolder>

<OutcallRestrictionObjectId>d4732d6a-2ab9-428b-a985-e63e4c026a47</OutcallRestrictionObjectId>

  <PersonalAdministrator>>true</PersonalAdministrator>
  <DisplayName>Voice Mail User COS</DisplayName>
  <XferRestrictionObjectId>c6afc86a-13f4-4985-8d40-75a982d406e2</XferRestrictionObjectId>
  <Undeletable>>true</Undeletable>
  <WarnIntervalMsgEnd>0</WarnIntervalMsgEnd>
  <CanSendToPublicDl>>true</CanSendToPublicDl>
  <EnableEnhancedSecurity>>false</EnableEnhancedSecurity>
  <AccessVmi>>false</AccessVmi>
  <AccessLiveReply>>false</AccessLiveReply>
  <UaAlternateExtensionAccess>0</UaAlternateExtensionAccess>
  <AccessCallRoutingRules>>false</AccessCallRoutingRules>
  <WarnMinMsgLength>0</WarnMinMsgLength>
  <SendBroadcastMessage>>false</SendBroadcastMessage>
  <UpdateBroadcastMessage>>false</UpdateBroadcastMessage>
  <AccessVui>>false</AccessVui>
  <ImapCanFetchMessageBody>>true</ImapCanFetchMessageBody>
  <ImapCanFetchPrivateMessageBody>>false</ImapCanFetchPrivateMessageBody>
  <MaxMembersPVL>99</MaxMembersPVL>
  <AccessIMAP>>false</AccessIMAP>
  <ReadOnly>>false</ReadOnly>
  <AccessAdvancedUserFeatures>>false</AccessAdvancedUserFeatures>
  <AccessAdvancedUser>>false</AccessAdvancedUser>
  <AccessUnifiedClient>>false</AccessUnifiedClient>
  <RequireSecureMessages>4</RequireSecureMessages>
  <AccessOutsideLiveReply>>false</AccessOutsideLiveReply>
  <AccessSTT>>false</AccessSTT>
  <EnableSTTSecureMessage>0</EnableSTTSecureMessage>
  <MessagePlaybackRestriction>0</MessagePlaybackRestriction>
  <SttType>1</SttType>
</Cos>

```

Response Code: 200

### JSON Example

```

GET https://<connection-server>/vmrest/user/cos
Accept: application/json
Connection: keep-alive

```

```

{
  "URI": "/vmrest/coses/803f97c3-a2fd-4edc-9277-10838f9765ec",
  "ObjectId": "803f97c3-a2fd-4edc-9277-10838f9765ec",
  "AccessFaxMail": "false",
  "AccessTts": "false",
  "CallHoldAvailable": "false",
  "CallScreenAvailable": "false",
  "CanRecordName": "true",
  "FaxRestrictionObjectId": "e29bada0-f4e2-47e3-863f-923f9d30bcfb",
  "ListInDirectoryStatus": "true",
  "LocationObjectId": "94c234f0-62a0-492f-b918-2ba125f213f6",
  "LocationURI":
"/vmrest/locations/connectionlocations/94c234f0-62a0-492f-b918-2ba125f213f6",
  "MaxGreetingLength": "90",
  "MaxMsgLength": "300",
  "MaxNameLength": "30",
  "MaxPrivateDlists": "25",
  "MovetoDeleteFolder": "true",
  "OutcallRestrictionObjectId": "d4732d6a-2ab9-428b-a985-e63e4c026a47",
  "PersonalAdministrator": "true",
  "DisplayName": "Voice Mail User COS",
  "XferRestrictionObjectId": "c6afc86a-13f4-4985-8d40-75a982d406e2",
  "Undeletable": "true",
  "WarnIntervalMsgEnd": "0",
  "CanSendToPublicDl": "true",
  "EnableEnhancedSecurity": "false",
  "AccessVmi": "false",
  "AccessLiveReply": "false",
  "UaAlternateExtensionAccess": "0",
  "AccessCallRoutingRules": "false",
  "WarnMinMsgLength": "0",
  "SendBroadcastMessage": "false",
  "UpdateBroadcastMessage": "false",
  "AccessVui": "false",
  "ImapCanFetchMessageBody": "true",
  "ImapCanFetchPrivateMessageBody": "false",
  "MaxMembersPVL": "99",
  "AccessIMAP": "false",
  "ReadOnly": "false",
  "AccessAdvancedUserFeatures": "false",
  "AccessAdvancedUser": "false",
  "AccessUnifiedClient": "false",
  "RequireSecureMessages": "4",
  "AccessOutsideLiveReply": "false",
  "AccessSTT": "false",
  "EnableSTTSecureMessage": "0",
  "MessagePlaybackRestriction": "0",
  "SttType": "1"
}

```

Response Code: 200

## Explanation of Data Field

Parameter	Operation	Data Type	Comments
URI	Read Only	String	URI for Class of Service
OpjectId	Read Only	String	Object id of Class of service

Parameter	Operation	Data Type	Comments
accessfaxmail	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS is allowed to manage their fax messages over the phone or from the Cisco Unity Connection Inbox. Future feature, 3rd-party fax is not supported in Cisco Unity Connection. To allow subscribers to have their e-mail messages delivered to a fax machine, both this column and "AccessTts" must be set to "true."</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Do not allow access to fax mail</li> <li>• true : Allow access to fax mail</li> </ul> <p>Default value is false</p>
accesstts	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS can have to their e-mail messages read to them by an e-mail reader over the phone. To allow subscribers to have their e-mail messages delivered to a fax machine, both this column and "AccessFaxMail" must be set to "true"</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot have e-mail messages read over the phone</li> <li>• true : Can have e-mail messages read over the phone</li> </ul> <p>Default value is false</p>

Parameter	Operation	Data Type	Comments
callholdavailable	Read/Write	Boolean	<p>A flag indicating whether the subscriber has the ability to change their own call holding options by using the Cisco Unity Connection Assistant. Call holding settings apply when calls are transferred from the automated attendant or a directory handler to subscriber phones. They do not apply when an outsider caller or another subscriber dials a subscriber extension directly.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot change call holding settings via Cisco Unity Assistant</li> <li>• true : Can change call holding settings via Cisco Unity Assistant</li> </ul> <p>Default value is false</p>
callscreenavailable	Read/Write	Boolean	<p>A flag indicating whether the subscriber has the ability to change their own call screening options by using the Cisco Unity Assistant. Call screening settings apply when calls are transferred from the automated attendant or a directory handler to subscriber phones. They do not apply when an outsider caller or another subscriber dials a subscriber extension directly.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false: Cannot change call screening settings via Cisco Unity Assistant</li> <li>• true: Can change call screening settings via Cisco Unity Assistant</li> </ul> <p>Default value is false.</p>
canrecordname	Read/Write	Boolean	<p>Used to prevent subscribers from recording their own names (for example, if an organization has all names and greetings recorded in one voice).</p> <p>Possible Values: false: Cannot record their name, true : Can record their name Default value: true</p>
faxrestrictionobjectid	Read/Write	String	<p>The unique identifier for the RestrictionTable object that Cisco Unity Connection uses to limit phone numbers that the subscriber can enter in fax dialing settings.</p>

Parameter	Operation	Data Type	Comments
listindirectorystatus	Read/Write	Boolean	<p>A flag indicating whether subscribers can choose to be listed or not in the phone directory. The phone directory (directory assistance) is the audio listing that subscribers and unidentified callers use to reach subscribers and to leave messages.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot choose whether or not to be listed in phone directory,</li> <li>• true : Can choose whether or not to be listed in phone directory</li> </ul> <p>Default value is: true</p>
locationobjectid	Read Only	String	The unique identifier of the LocationVMS to which this COS belongs.
locationURI	Read Only	String	URI of the LocationVMS
maxgreetinglength	Read/Write	Integer	<p>The maximum recording length (in seconds) allowed to the subscriber for recording their greeting.</p> <p>Possible Values: Range:-1-1200 Default value is 90.</p>
maxmsglength	Read/Write	Integer	<p>The maximum recording length (in seconds) allowed to the subscriber for recording messages and conversations.</p> <p>Possible Values: Range 1-3600 Default value is 300.</p>
maxnamelength	Read/Write	Integer	<p>The maximum recording length (in seconds) allowed to the subscriber for recording their voice name.</p> <p>Possible Values: Range :- 1-100 Default value is 30.</p>
MaxPrivateDlists	Read/Write	Integer	<p>The maximum number of personal voice mail lists the subscriber is allowed to create.</p> <p>Possible Values: Range :- 1-99 Default value is 25.</p>

Parameter	Operation	Data Type	Comments
MovetoDeleteFolder	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection moves deleted messages for the subscriber to a Deleted Items folder or physically deletes the message.</p> <p>True='deletion' moves messages to the DeletedItems folder, where it ages until it evaporates. False='deletion' physically deletes the message When this column is set to "true," a subscriber can:</p> <ul style="list-style-type: none"> <li>• Use the phone and the Cisco Unity Connection Inbox (as applicable) to permanently delete messages stored in their Deleted Items folder.</li> <li>• Use the phone and the Cisco Unity Connection Inbox to listen to, reply to, or forward messages in their Deleted Items folder, or to restore them to the Inbox.</li> </ul> <p>Default value is true</p>
OutcallRestrictionObjectId	Read/Write	String	<p>The unique identifier of the RestrictionTable object that Cisco Unity Connection uses to limit phone numbers that the subscriber can enter in message delivery settings. The restriction table also restricts the subscriber extensions that Cisco Unity Connection dials when the phone is selected as the recording and playback device for the Media Master.</p>
PersonalAdministrator	Read/Write	Boolean	<p>A flag indicating whether Cisco Unity Connection allows a subscriber to use the Cisco Unity Assistant to personalize their Cisco Unity Connection setting -- including their recorded greetings and message delivery options -- or to set up message notification devices and create private lists.</p> <p>Possible Values: false : Cannot use Cisco Unity Assistant , true : Can use Cisco Unity Assistant Default value is true</p>
DisplayName	Read/Write	String	<p>The unique text name of this COS , e.g. "Default COS," "Basic Voice Mail." Used when displaying entries in the administrative console, e.g. Cisco Unity Connection Administration. DisplayName is a required when creating a new COS.</p>

Parameter	Operation	Data Type	Comments
XferRestrictionObjectId	Read/Write	String	The unique identifier of the RestrictionTable object that Cisco Unity Connection uses to limit phone numbers that the subscriber can enter in call transfer settings.
Undeletable	Read/Write	Boolean	A flag indicating whether this COS can be deleted via an administrative application such as Cisco Unity Connection Administration. It is used to prevent deletion of factory defaults. It is true for default COS.  Possible Values: false : COS can be deleted , true : COS cannot be deleted Default value:false
WarnIntervalMsgEnd	Read/Write	Integer	This column works together with "WarnMinMsgLength" enabling the record termination warning feature. If the feature is enabled by the settings of these two columns, callers will hear a warning tone sound before the maximum message length is reached. Call termination warning only works with the Unified Communications Manager integration.  Possible Values: <ul style="list-style-type: none"> <li>• 0: Record termination warning disabled,</li> <li>• 1-30000: The number of milliseconds from the end of the maximum recording time when the record termination warning tone is played</li> </ul> Default value is 0.
CanSendToPublicDI	Read/Write	Boolean	A flag indicating whether the subscriber can send messages to system (formerly called "public") distribution lists.  Possible Values: false: Cannot send messages to system distribution lists , true: Can send messages to system distribution lists Default value is true



Parameter	Operation	Data Type	Comments
EnableEnhancedSecurity	Read/Write	Boolean	<p>A flag indicating whether the subscriber uses regular or enhanced phone security. Enhanced phone security adds RSA two-factor authentication to regular security.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Regular security</li> <li>• true : Enhanced phone security (RSA two-factor security)</li> </ul> <p>default value is false</p>
AccessVmi	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS can use the Cisco Unity Connection Inbox to listen to, compose, reply to, forward, and delete voice messages. If the subscriber has "AccessFaxMail" set, they can also use it to manage their faxes. This is a licensed feature.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot use Cisco Unity Connection Inbox</li> <li>• true : Can use Cisco Unity Connection Inbox</li> </ul> <p>Default value is false</p>
AccessLiveReply	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS can after listening to a message from another subscriber press 4-4, and Cisco Unity Connection will call the subscriber who left the message. Generally referred to as "Live Reply."</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot "live reply" to another subscriber,</li> <li>• true : Can "live reply" to another subscriber after listening to message from another subscriber</li> </ul> <p>Default value is false</p>

Parameter	Operation	Data Type	Comments
UaAlternateExtensionAccess	Read/Write	Integer	<p>The abilities a subscriber has to manage administer-defined alternate extensions assigned to the subscriber. Determines whether subscribers can view the administrator-defined alternate extensions, and whether subscribers can manage (add, modify, and delete) their own set of alternate extensions in the Cisco Unity Assistant. If enabled, subscribers can define up to 5 alternate extensions in addition to the 9 alternate extensions that an administrator can define for them.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• 3 -CRUD access - subscriber can view administrator-defined alternate extensions and manage (create, modify, and delete) their own subscriber-defined alternate extensions.</li> <li>• 2 - CUD access - subscriber can manage (create, modify, and delete) their own subscriber-defined alternate extensions.</li> <li>• 0 - No access - subscriber cannot view or manage alternate extensions.</li> <li>• 1 - Read access - subscriber can view administrator-defined alternate extensions.</li> </ul> <p>Default Value is 0</p>
AccessCallRoutingRules	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS can access personal call routing rules.</p> <p>Default value is false Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot access to Personal Call Routing rules</li> <li>• true : Can access to Personal Call Routing rules</li> </ul>

Parameter	Operation	Data Type	Comments
WarnMinMsgLength	Read/Write	Integer	<p>The minimum length (in milliseconds) that the maximum recording time has to be before the record termination warning feature is active. When the record termination feature is active, Cisco Unity Connection plays a warning tone indicating to the caller that they are almost out of recording time.</p> <p>Possible Values: Range 0-99999 Default value is 0.</p>
SendBroadcastMessage	Read/Write	Boolean	<p>A flag indicating whether the subscriber has the ability to send broadcast messages to all subscribers on the VMS.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot send broadcast messages.</li> <li>• true: Can send broadcast messages.</li> </ul> <p>default value is false</p>
UpdateBroadcastMessage	Read/Write	Boolean	<p>A flag indicating whether the subscriber has the ability to update broadcast messages that are active or will be active in the future.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false: Cannot update broadcast message</li> <li>• true: Can update broadcast message</li> </ul> <p>Default value is false.</p>
AccessVui	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS can use the voice driven inbox conversation.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false: Cannot use the voice driven inbox conversation</li> <li>• true: Can use the voice driven inbox conversation</li> </ul> <p>Default value is false.</p>

Parameter	Operation	Data Type	Comments
ImapCanFetchMessageBody	Read/Write	Boolean	<p>A flag indicating whether the subscriber can fetch the body of a non-private message using IMAP.</p> <p>Possible Values:</p> <ul style="list-style-type: none"> <li>• false : Cannot fetch message body of non-private messages.</li> <li>• true : Using IMAP, subscriber can fetch message body of non-private messages</li> </ul> <p>Default value is true</p>
ImapCanFetchPrivateMessageBody	Read/Write	Boolean	<p>A flag indicating whether the subscriber can fetch the body of a private message using IMAP.</p> <p>Possible Values:</p> <p>false : Cannot fetch message body of private messages.</p> <p>true : Using IMAP, subscriber can fetch message body of private messages.</p> <p>Default value is false</p>
MaxMembersPVL	Read/Write	Integer	<p>The maximum number of members allowed in a personal voice mail list.</p> <p>Possible Values: Range 1-999 default value is 99</p>
AccessIMAP	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS can access VM via an IMAP client.</p> <p>Possible Values:</p> <p>false : Cannot access voice mail via IMAP</p> <p>true : Can access voice mail via IMAP</p> <p>Default value is false</p>
accessunifiedclient	Read/Write	Boolean	<p>A flag indicating whether a subscriber can use the unified client.</p> <p>Possible Values:</p> <p>false : Cannot access voice mail using unified client</p> <p>true : Can access voice mail using unified client</p> <p>Default value is true.</p>

Parameter	Operation	Data Type	Comments
ReadOnly	Read/Write	Boolean	A flag indicating that this COS is read only. It cannot be modified from the SA.  Possible Values: Default value is false
AccessAdvancedUserFeatures	Read/Write	Boolean	A flag indicating whether or not the subscriber has access to advanced user features. Currently, there are two advanced user features: TTS and VUI.  Possible Values:  false : The Subscriber can not access advanced user features.  true : The Subscriber can access advanced user features.  Default Value is false
RequireSecureMessages	Read/Write	Integer	Specifies when to mark message secure.  Possible Values:  1 Always mark secure  2 Never mark secure  3 Ask  4 Set private messages secure  Default value is 4
AccessOutsideLiveReply	Read/Write	Boolean	A flag indicating whether a subscriber, assigned this COS, can after listening to a message from outside caller issue a command to call the outside caller . When a VUI or TUI command is issued, Cisco Unity Connection will call the outside caller who left the message. Generally referred to as "Return Call to Outside Caller."  Possible Values:  false: User cannot "Use Live Reply to Unidentified Callers"  true- User can "Use Live Reply to Unidentified Callers"after listening to message."  Default value is false

Parameter	Operation	Data Type	Comments
AccessSTT	Read/Write	Boolean	<p>An integer value indicating whether a subscriber assigned this COS can have to their voice messages transcribed to text.</p> <p>Possible Values:</p> <p>false : Do not use transcription service (speech view).</p> <p>true : Use speech view transcription service.</p> <p>Default value is false</p>
autoalternateextension	Read/Write	Boolean	<p>A flag indicating whether a subscriber assigned this COS can have automatic alternate extension.</p> <p>Possible Values:</p> <p>false : Cannot have automatic alternate extension.</p> <p>true : Can have automatic alternate extension.</p> <p>Default value is false</p>
EnableSTTSecureMessage	Read/Write	Integer	<p>Controls transcriptions and notification of secure messages for Speech To Text transcription feature.</p> <p>Possible Values:</p> <p>0 Do not transcribe secure messages</p> <p>1 Allow transcriptions of secure messages</p> <p>2 Allow transcriptions and notifications of secure messages</p> <p>Default value is 0</p>
MessagePlaybackRestriction	Read/Write	Integer	<p>Playback restrictions for GUI clients. Allows restricting playback to phone only or computer only.</p> <p>Possible Values:</p> <p>0 No restrictions on message playback</p> <p>1 Allow playback on computer speakers only</p> <p>2 Allow playback on phone only</p> <p>Default value is 0</p>

Parameter	Operation	Data Type	Comments
SttType	Read/Write	Integer	<p>An integer value indicating whether a subscriber assigned standard or PRO COS for STT.</p> <p>Possible Values:</p> <p>1: Use speech view standard transcription service.</p> <p>2: Use speech view pro transcription service.</p> <p>Default value is 1</p>
enablevideomessaging	Read/Write	Boolean	<p>Allows video messaging for the users in this class of service</p> <p>Possible Values:</p> <p>true: allow Video messaging</p> <p>false: Do not allow video messaging</p> <p>Default value is false</p>
accessadvanceduser	Read/Write	Boolean	<p>Duplicate of AdvancedUserFeatures for licensing code purposes.</p> <p>Possible Values:</p> <p>false: The Subscriber can not access advanced user features.</p> <p>true: The Subscriber can access advanced user features.</p> <p>Default:false</p>

