

Avaya IP Office CTI Web Services

Programmers' Guide

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One-X Portal Supported Version	11.0.4

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Table of Contents

1	IPOffice CTI Web Services Overview	10
1.1	CTI Web Services	10
1.2	REST Web Services	11
1.2.1	REST Web Services using HTTP	11
1.2.2	REST Web Services (HTTP) Return Codes	12
2	Getting Started	13
2.1	Platform services	13
2.2	one-X Portal Server Component Status	14
2.3	Service Access	15
2.4	Users and Licensing	15
2.4.1	(IPOffice) Device Users	15
2.4.2	Application User	16
2.4.3	SCN Licensing Requirements	17
2.5	Authentication & Session Management	18
2.6	Data Formats	18
2.6.1	XML Format	18
2.6.2	Json Format	18
2.7	Service Monitoring	18
2.8	Logging	18
2.9	Security	19
2.10	Concurrency	19
2.11	Cross Origin Resource Sharing (CORS) support	19
3	CTI Web Services Usage	20
3.1	Guidelines for consuming the CTI Web Services	20
4	User Session Management Services	22
4.1	User Session Management	22
4.2	User Phone Logout	23
4.3	User Session Management Services Specifications	23
4.3.1	Login and Subscription	23
4.3.2	Logout	31
4.3.3	Heartbeat	32
4.3.4	Websocket Heartbeat	33
4.4	User Session Management Services Events Specifications	34
4.4.1	Logout Event	34
4.4.2	Out Of Service Event	34
4.5	Back In Service Event	35
5	Call Control Services	37
5.1	Call Scenarios	37
5.1.1	Call Answer and Disconnect	37
5.1.2	Call Hold and Retrieve	38
5.1.3	Call Consult and Transfer	39
5.1.4	Call Conference	40
5.2	Call Control Services Specifications	41
5.2.1	Answer Call	41
5.2.2	Clear Call (Two Party and Conference Drop all Participants)	41
5.2.3	Clear Connection (Two Party Call)	42
5.2.4	Clear Connection (Drop Participant from conference)	43
5.2.5	Conference Call	44
5.2.6	Consultation Call	45
5.2.7	Directed Pickup Call	46
5.2.8	Hold Call	47
5.2.9	Make Call (Meet Me Conference Call)	47
5.2.10	Proxy Make Call	50
5.2.11	Park Call	52
5.2.12	Retrieve Call	53
5.2.13	Single Step Transfer Call	54
5.2.14	Transfer Call	54
5.2.15	Lock Conference	55
5.2.16	Generate DTMF	56
5.3	CallControl Services API Events Specifications	57
5.3.1	CSTA Extensions - Additional Info	57

5.3.2	Conferenced Event	59
5.3.3	Connection Cleared Event (Two Party Call).....	68
5.3.4	Connection Cleared Event (Conference Participant Dropped)	69
5.3.5	Delivered Event.....	71
5.3.6	EstablishedEvent	72
5.3.7	Failed Event	75
5.3.8	Held Event.....	76
5.3.9	Retrieved Event.....	78
5.3.10	Originated Event	80
5.3.11	Queued Event	82
5.3.12	Service Initiated Event	83
5.3.13	Conference Locked Event.....	85
5.3.14	Conference Active Speaker Event	86
6	Physical Device Services.....	87
6.1	Physical Device Services Specifications.....	87
6.1.1	Set Microphone Mute (Two Party Call)	87
6.1.2	Set Microphone Mute (Conference Call)	88
6.2	Physical Device Service Events Specifications	89
6.2.1	Microphone Mute Event (Two Party Call).....	89
6.2.2	Microphone Mute Event (Mute Participant in Conference Call)	89
6.2.3	Hookswitch Event.....	90
7	Logical Device Services.....	92
7.1	Logical Device Services Specifications.....	92
7.1.1	Set Agent State (Currently not supported)	92
7.1.2	Get Agent State.....	92
7.1.3	Set Forwarding.....	93
7.1.4	Get Forwarding	94
7.1.5	Set Do Not Disturb	95
7.1.6	Get Do Not Disturb.....	96
7.2	Logical Device Events Specifications	98
7.2.1	Forwarding Event	98
7.2.2	Do Not Disturb Event	98
7.2.3	Agent Ready Event	99
7.2.4	Agent Not Ready Event.....	100
7.2.5	Agent After Call Working Ready Event	101
8	Snapshot Services.....	101
8.1	Device Snapshot Services Specifications.....	101
8.1.1	Snapshot.....	101
8.2	Device Snapshot Services Events Specifications	102
8.2.1	CallInformationEvent.....	102
9	Call Recording Services.....	105
9.1	Call Recording Services Specifications	105
9.1.1	Record Call	105
9.1.2	StopRecord Call	106
9.2	Call Recording Service Events Specifications	107
9.2.1	Record Call Started Event.....	107
9.2.2	Record Call Stopped Event.....	107
10	Voicemail Services	109
10.1	Voicemail Services Specifications.....	109
10.1.1	Get Voicemail Messages	109
10.1.2	Play Message.....	109
10.1.3	Stop Message	110
10.1.4	Suspend Message	111
10.1.5	Resume Message	112
10.1.6	Reposition Message.....	113
10.1.7	Delete Message	114
10.1.8	Set Message State.....	115
10.2	Listen Message.....	116
10.3	Pickup Message.....	117
10.4	Get Voicemail Config	117
10.4.1	Get Voicemail Service Status.....	118
10.5	Voicemail Service Events Specifications	120

10.5.1	Voice Mail Snapshot (Get Voicemail Messages response)	120
10.5.2	New Message Event	121
10.5.3	Folder Snapshot Event	121
10.5.4	Message Played Event	122
10.5.5	Message Status Change Event	122
10.5.6	Message Leave In Progress Event	123
10.5.7	Voicemail Config Event	124
10.5.8	Voicemail Service Status Event	124
11	Instant Messaging (IM) Services	126
11.1	Instant Message Services API Specifications	126
11.1.1	Send IM Service	126
11.2	Instant Messaging (IM) Service Events	126
11.2.1	IM Received Event	126
12	Presence Services	128
12.1	Presence Services API Specifications	128
12.1.1	Get Presence States Service	128
12.1.2	Set Presence State Service	129
12.2	Presence Service Events Specifications	130
12.2.1	User Presence State Change Event	130
12.2.2	Telephony Presence State Change Event	130
13	Call Logs Services	132
13.1	Call Logs Services Specifications	132
13.1.1	Get Call Logs	132
13.1.2	Delete Call Logs	135
13.2	Call Logs Services Events Specifications	137
13.2.1	Call Log Event	137
14	Directory Services	138
14.1	Directory Services Specifications	138
14.1.1	Directory Search	138
14.1.2	Get Personal Contacts	139
14.2	Get All Contact Groups	140
14.2.1	Create Contact Group	141
14.2.2	Delete Contact Group	142
14.2.3	Modify Contact Group	142
14.2.4	Add Personal Contact	143
14.2.5	Delete Personal Contact	143
14.2.6	Modify Personal Contact	144
14.2.7	Get Photo	144
14.3	Directory Service Events Specifications	145
14.3.1	Global Directory changed Event	145
14.3.2	Personal Directory changed Event	146
14.3.3	Personal Directory Group Changed Event	147
15	Resiliency Support	148
15.1	Initial login to standalone One-X server	148
15.2	Initial login to primary One-X server	149
15.3	Failover to secondary One-X server (Primary One-X server is down)	151
15.4	Fallback to primary One-X server (Primary One-X server back online)	152
15.5	IPOffice Failover (Primary IP Office is down)	153
15.6	IPOffice Fallback (Primary IP Office is back online)	154
16	Code Sample and Sample Applications	155
16.1	.Net Open API Samples Usage Instructions:	155
16.2	JavaScript Open API Samples Usage Instructions:	155
16.3	Java Open API Samples Usage Instructions:	156
16.4	Java Adapter Open API Samples Usage Instructions:	156
17	Appendix – A	157
	Asynchronous Event Delivery Details	157
18	Appendix – B	159
	Synchronous Error Response Details	159
19	Appendix – C	160
	List of XSD changes	160

Abstract

This Programmers' Guide provides of the CTI web services that IPOffice supports. These services are provided through REST based Web Service interface. They allow easy integration with Third party applications.

Intended Audience

This document is written for applications developers.

A developer must:

- have experience with telecommunications and REST Web Services programming
- be familiar with HTTP protocol
- be familiar with XML and Json.
- be familiar with XML Schema Definition (XSD)
- understand telephony concepts

Understanding of CSTA concepts and IPOffice and one-X Portal feature both will be helpful.

Change History

Issue	Date	Description
1.0.0	19 th Jun 2017	Published with IP Office 10.1 GA.
1.0.1	22 nd Nov 2017	Added Section 2.4.3 – SCN Licensing Requirements
1.0.2	03 rd May 2018	Added Section 2.11 - Cross Origin Resource Sharing (CORS) support Added Section 4.3.4 – Websocket Heartbeat
1.0.3	04 th Feb 2019	Updated Section 5.2.9 for the CLI Display Number feature. Updated Section 5.2.10 for the CLI Display Number feature. <i>CLI Display Number is supported from Powered 3.0 FP4 / 11.0 FP4 only.</i> Introduced Resiliency Support in Section 15. Removed Section 19 Appendix -C, Xsds are provided in separate zip files. Added Section 19 Appendix-C – List of XSD changes

References

Sr. No.	Reference
1	IPOffice one-X Portal Installation Guide
2	IPOffice one-X Portal Administration Guide
3	ECMA 323 XML Protocol for CSTA Phase III URL - http://www.ecma-international.org/publications/files/ECMA-ST/Ecma-323.pdf

4	ECMA 269 Services for CSTA Phase III URL - http://www.ecma-international.org/publications/files/ECMA-ST/Ecma-269.pdf
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1 IOffice CTI Web Services Overview

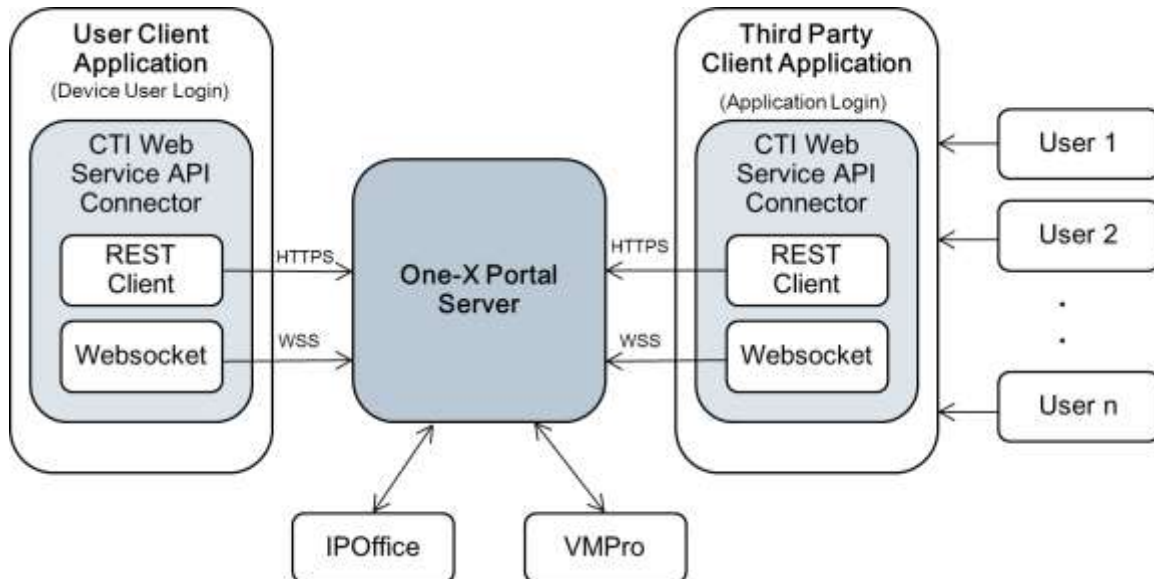
This chapter provides an overview of the IOffice CTI Web services and briefly describes REST Web services concepts.

1.1 CTI Web Services

The CTI Web Services a REST based Web Service interface for invoking various features provided by IOffice and one-X Portal Server for IOffice.

These services include

- 1) User Session Management Service
- 2) Call Control and Recording Services
- 3) Call Logs and Snapshot Services
- 4) Device Services
- 5) Directory Services
- 6) Presence and Instant Messaging Services
- 7) Voicemail Services



These services works using combination of following

- 1) Synchronous Requests and Responses over REST.
- 2) Asynchronous Events Delivery over Web Sockets (Refer : Appendix A for details)
- 3) Synchronous Error Responses (Refer : Appendix B for details)
- 4) Asynchronous Error Response (Events over Web Sockets)

The XML data format specifications for the Request, Response, Errors and Events have been provided in XSD (Refer: Appendix C).

The XSDs also lists the various valid option values that are required in the Request parameters and Responses and Events attributes.

1.2 REST Web Services

REST – Representational State Transfer is an architectural style for accessing information on the web. This is becoming increasingly popular and an easier way to access services on the web. In the REST architecture style, information that is available on the server side is considered as resources and these resources can be accessed in a uniform way using web – Uniform Resource Identifier (URI) and the web protocol, HTTP. Since HTTP is preferred as the protocol for communication, REST constraints the architecture to *client-server architecture* which is *stateless* in nature. Resources on the web are identified by URIs. Web Services that are created and accessed using REST principles are called *RESTful Web Services*.

1.2.1 REST Web Services using HTTP

The REST request consists of a URI with parameters. When the IP Office receives a REST request, the Web Service component determines the operation type parses the parameters and performs the requested task. The output of a REST request is either a HTTP error status or a HTTP status of 200 OK with XML formatted results.

As REST is built on top of HTTP 1.1, the following table presents a mapping of HTTP standard operations and the corresponding standard REST behaviours.

HTTP Method	REST Meaning	Details
GET	Query details – result is in XML format	Returns a list or a specific instance of a resource. Parameters can be passed in the URL of the request
PUT	Updates an existing object	PUT parameters are contained within the body of the request in xml format
POST	Creates a new object	POST parameters are contained within the body of the request in xml format
DELETE	Deletes an object	Parameters can be passed in the URL of the request

1.2.2 REST Web Services (HTTP) Return Codes

The HTTP returns codes are an indication of the HTTP message validation and server errors. It does not indicate the application status of the request. For example, a POST request can be send with invalid data in the message body and still return a 200 OK HTTP return code. The application status result will be returned in the message body.

200 OK

The 200 (Ok) status code is returned to the web client due to a successful request.

201 Created

The 201 (Created) status code is returned to the web client when a new object is created.

202 Accepted

The 202 (Accepted) status code is returned to the web client when the call returns an asynchronous response.

400 Bad Request

The 400 (Bad Request) status code will be returned when the request is invalid due to invalid parameters.

401 Unauthorized

The 401 (Unauthorized) status code will be provided when the request requires user authentication.

404 Not Found

The 404 (Not Found) status code will be provided when the request specifies an object that doesn't exist.

405 Method Not Allowed

The request method specified for that resource is not supported by the server. The response will include a list of acceptable methods for that URI.

503 Service Unavailable

The server cannot fulfil the request at this time. The client should retry the request after a short delay as indicated in the Retry-After header (nominally 5 seconds).

2 Getting Started

2.1 Platform services

IPOffice CTI Web Services are dependent on the following Platform services.

- 1) IPOffice – IPOffice is required for CTI Web Services Telephony features to function.
- 2) one-X Portal - CTI Web Services are not available if one-X Portal service is not running.
- 3) Voicemail (VMPro) – Voicemail services features will not function if Voicemail service is not available.

The status of these services can be viewed on Server Edition Platform through WCP (Web Control Plugin) as shown below

AVAYA
IP Office Server Edition

Version: 10.1.0.0.0 build 237 | Documentation: [Online Help](#) | Logged in as Administrator | [Logout](#)

System | Logs | Updates | Settings | AppCenter | VNC

Services

[Start All](#) [Stop All](#)

Select which services will be configured to start automatically.

Service	Version/Build	Uptime	Mem/CPU usage	Stop
☒ IP Office	10.1.0.0.0 build 237	1 day, 04:50:11	48308K / 0%	Stop
☒ one-X Portal	10.1.0.0.0 build 305	05:18	850120K / 0%	Stop
☒ Voicemail	10.1.0.0.0 build 241	1 day, 04:49:56	26144K / 0%	Stop
☒ Web Manager	10.1.0.0.0 build 237	1 day, 04:51:53	364404K / 0.2%	Stop
☒ Web License Manager	10.1.0.0.0 build 237	1 day, 04:49:45	364404K / 0.2%	Stop

> Show optional services

2.2 one-X Portal Server Component Status

IPOffice CTI Web services are exposed through one-X Portal Server. Availability of CTI Web Services is dependent on the status of following one-X portal components.

- 1) Telephony (CSTA) Provider – This component provides the Telephony services
- 2) Directory (DSML) Provider – This component provides the Directory services
- 3) Voicemail (VMPro) provider – This component provides the Voicemail services
- 4) Presence (XMPP) Server – This component provides the Presence and Instance messaging services.

The status of these services can be viewed through one-X Portal Server Administration as shown below

AVAYA one-X Portal for IP Office

Welcome Administrator | [Help](#) | [Logout](#) | Version: 10.1.0.0.0 build 305

Health

- Dashboard
- Component Status**
- IM/Presence Server Status
- Key Recent Events
- Active Sessions
- Environment

Configuration

- Security
- Diagnostics
- Directory Integration
- Gadgets Configuration

Dashboard

Component Status

Description: Health of key one-X Portal for IP Office components

Filter: IP Address: ALL Component Name: ALL Status: ALL [Apply](#) [Reset](#)

Component Name	Status	Reported At	Additional Info.
DSML-Provider-1-idap /ldap-server-ip-address...	Available	7 Jun 2017 23:25:53	
VOICEMAIL-Provider-10.133.52.145	Available	8 Jun 2017 19:59:16	Provider Up
Personal-Directory-1-127.0.0.1	Available	7 Jun 2017 23:28:12	Personal directory entries synchronized in ca...
DSML-Provider-1-Master	Available	7 Jun 2017 23:25:54	TotalCount:Success:Failed:1:127.0.0.1:
CSTA-Provider-1-127.0.0.1	Available	7 Jun 2017 23:28:08	Provider Ok
DSML-Provider-1-127.0.0.1	Available	8 Jun 2017 20:25:55	Global resynchronization completed for IP Off...
CSTA-Provider-1-Master	Available	7 Jun 2017 23:28:08	Master Available

Page 1 of 1 Displaying 1 to 7 of 7 [Refresh](#)

AVAYA one-X Portal for IP Office

Welcome Administrator | [Help](#) | [Logout](#) | Version: 10.1.0.0.0 build 305

Health

- Dashboard
- Component Status
- IM/Presence Server Status**
- Key Recent Events
- Active Sessions
- Environment

IM/Presence Server Status

Component Name	Status	Reported At
IM/Presence Server	Available	7 Jun 2017 23:27

[Refresh](#) [Start](#)

Please refer IPOffice one-X Portal Installation and Administration Guide for more details on setting up and configuring one-X portal for IPOffice.

2.3 Service Access

The CTI Web Service is exposed through one-X Portal Server.

The REST Web Service Url for accessing the services follows the following format

http(s)://<host>:<port>/service/inyamal<service_type>/<service_call>

Where:

host: Is the hostname or ipaddress of the one-X portal server is running

port: Is the port on which one-X portal server is running

service_type: Is the service type for e.g. session, callcontrol, voicemail, etc

service_call: Is the specific service call for e.g. makeCall, getMessages, etc.

2.4 Users and Licensing

The CTI Web Services support following 2 types of users

2.4.1 (IPOffice) Device Users

Device users are the telephony users of IPOffice. These users can be configured through Web Manager or Manager as shown below.

The screenshot shows the Avaya Web Manager interface for configuring users. The main table lists the following users:

Name	Extension	DID	Hunt Groups	Voicemail	System Name
arokde	1003		Sales,Marketing,RnD	On	IntelliSeraPri
berkani	1013		Marketing,RnD	On	IntelliSeraPri
chare	1001		Sales,SuperDummyGp	On	IntelliSeraPri
chawani	1002		HQ005,Demo,Sales,F...	On	IntelliSeraPri
Choi	101		HQ201	On	IntelliSeraPri
Emil	104		HQ202	On	IntelliSeraPri
Ennsa	103		HQ201	On	IntelliSeraPri
Halele	1014		RnD	On	IntelliSeraPri
kulpeneastade	1007		Marketing,RnD	On	IntelliSeraPri
kranbachate	1010		RnD	On	IntelliSeraPri
Mak	102		HQ201	On	IntelliSeraPri

The Device user must have Power User, Office Worker User or Tele Worker license.

The screenshot shows the 'User' management page for 'Mark (102)'. The left sidebar lists various user settings like Voicemail, Short Codes, Button Programming, etc. The main area contains a form with the following fields:

- Name: Mark
- Full Name: Mark G
- Password: [Redacted]
- Unique Identity: [Redacted]
- Extension: 102
- Account Status: Enabled
- Profile: Power User (selected from a dropdown menu)
- Locale: Select
- Priority: 5
- Login Code: [Redacted]
- Confirm Login Code: [Redacted]
- Audio Conference PIN: [Redacted]
- Confirm Audio Conference PIN: [Redacted]
- System Phone Rights: None

The Device user must also login to the Phone before consuming the CTI Web services.

2.4.2 Application User

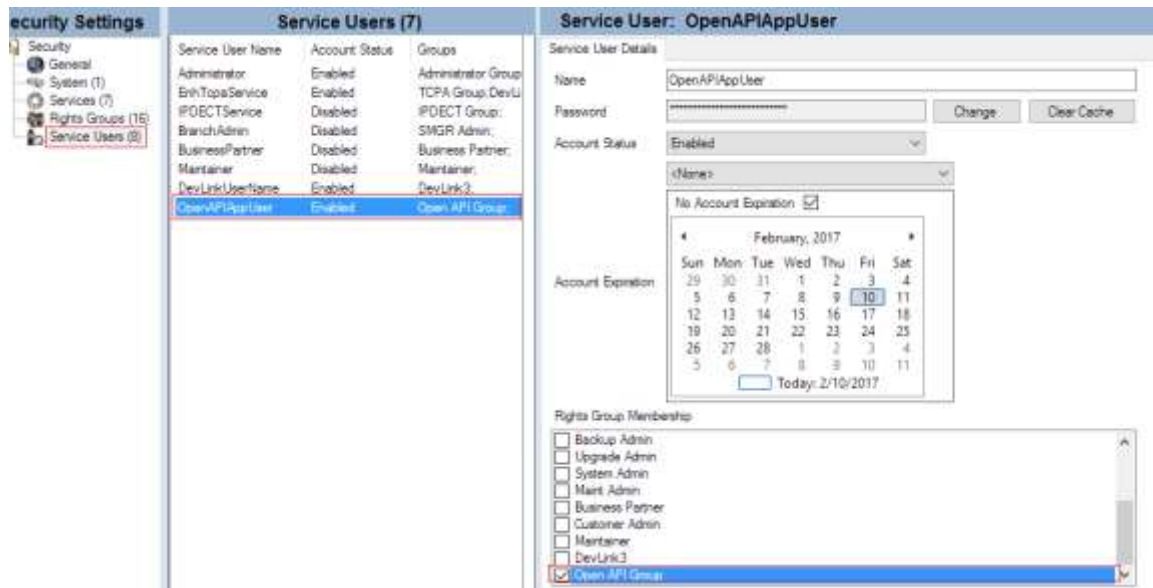
An Application User can invoke CTI Web Services on behalf of all the Device users. It also receives the events for all the Device users.

Following changes in are required in the IPOffice Security Settings for creating an Application User.

- 1) A Right Group for Open Api should have access right to One-X CTI API (External)

The screenshot shows the 'Security Settings' window. On the left, under 'Rights Groups (15)', the 'Open API Group' is highlighted. On the right, the 'Rights Group: Open API Group' details are shown. The 'Group Details' tab is active, and the 'One-X CTI API' service is listed with the 'External' checkbox checked.

- 2) Service users (existing or new) can be enabled as CTI Web Services Application User by assigning the Rights Group with One-X CTI API service access right.



CTILinkPro license is mandatory for Application user.

Note: Device User and Application User should not be configured with the same name.

2.4.3 SCN Licensing Requirements

For SCN, CTI Pro Webservices will require the following Devlink3 licensing scheme:

1. No SCN = 1 x CTILINK-PRO
2. 2 to 5 IPO in SCN = 2 x CTILINK-PRO
3. 6 to 20 IPO in SCN = 3 x CTILINK-PRO
4. > 20 IPO in SCN = 4 x CTILINK-PRO

The above licensing scheme is same as the existing one required for SCN feature of Devlink3.

Note that the number of SCN Nodes is the total number of Servers and Expansion Systems running IPO software on any of dedicated Linux servers, IP500V2 control units or virtualized servers.

Examples

1. IPO Server Edition solution with 1 Primary server and 1 Secondary server = 2 SCN nodes (2 x CTILINK-PRO licenses)
2. IPO Server Edition solution with 1 Primary server, 1 Secondary server and 4 Expansion Systems (IP500V2 or Linux) = 6 SCN Nodes (3 x CTILINK-PRO licenses)

2.5 Authentication & Session Management

For consuming the CTI Web Services a user needs to login to using the Session service and on successful authentication a Session is created on the one-X portal server.

Once the session is created the corresponding Session Id is sent in the response from one-X Portal server. Every subsequent request from client requires this Session Id to be a part of the HTTP header.

The HTTP Header name is 'ClientSessionId' and its value should be the session Id value returned in the response after the session has been successfully created.

ClientSessionId: <Session Id>

Every new Login request will generate a new session id. The Session Id will expire on Logout and session timeout.

2.6 Data Formats

2.6.1 XML Format

By default the CTI Web Services will request data in the XML format and provide the responses and Events in XML format.

2.6.2 Json Format

To change the data format to JSON following Header needs to be added in each CTI Web Services request.

Content-Type: text/json; charset=UTF-8

2.7 Service Monitoring

Please refer section 2.1 and 2.2.

2.8 Logging

The data payloads in CTI Web Service request, response and events are logged to the one-X Portal logs files. For capturing the data payloads in the logs the one-X portal server log Level should be set to 'ALL'.

The screenshot shows the AVAYA one-X Portal for IP Office Administration interface. The left sidebar contains navigation links: Health, Configuration, Security, and Diagnostics. The main content area is titled 'Logging Configuration' and includes a 'Logging Level' dropdown menu (set to ALL) and a 'Log Directory' text field (set to portal/10.1.0.305/apache-tomcat/logs). Below these are 'Refresh' and 'Defaults' buttons. A table lists the 'Component Name' and 'Log File Name' for various services.

Component Name	Log File Name
Telephony (CSTA)	RollingFile.log
Directory (IP Office)	1XIPDirServiceRollingFile.log
Directory (LDAP)	1XLDAPDirServiceRollingFile.log
IM/Presence	1XCSSTimeRollingFile.log
Overall	1XOverallRollingFile.log
Presentation-Layer	1XPresentationLayerRollingFile.log
Mid-Layer	1XMidLayerRollingFile.log

The logs can be collected through WCP (Web Control Plugin)

2.9 Security

The CTI Web Services can be accessed in unsecure mode (HTTP) or secure mode (HTTPS) by enabled the security settings in one-X Portal Administration as shown below

The screenshot shows the AVAYA one-X Portal for IP Office Administration interface. The left sidebar contains navigation links: Health, Configuration, Security, and Diagnostics. The main content area is titled 'HTTP/HTTPS Protocol' and includes a 'Select HTTP/HTTPS Protocol' section with two radio buttons: 'Secure Connection (HTTPS) Only' (selected) and 'Unsecure and Secure (HTTP and HTTPS)'. Below these is a 'Save' button. A 'Note' section contains two bullet points: 'HTTP is insecure and prone to eavesdropping attacks.' and 'Changes to Secure Connection settings require one-X Portal server restart. The one-X Portal will NOT function till the service is restarted.'

2.10 Concurrency

The CTI Web services will support 200 concurrent Device user sessions.

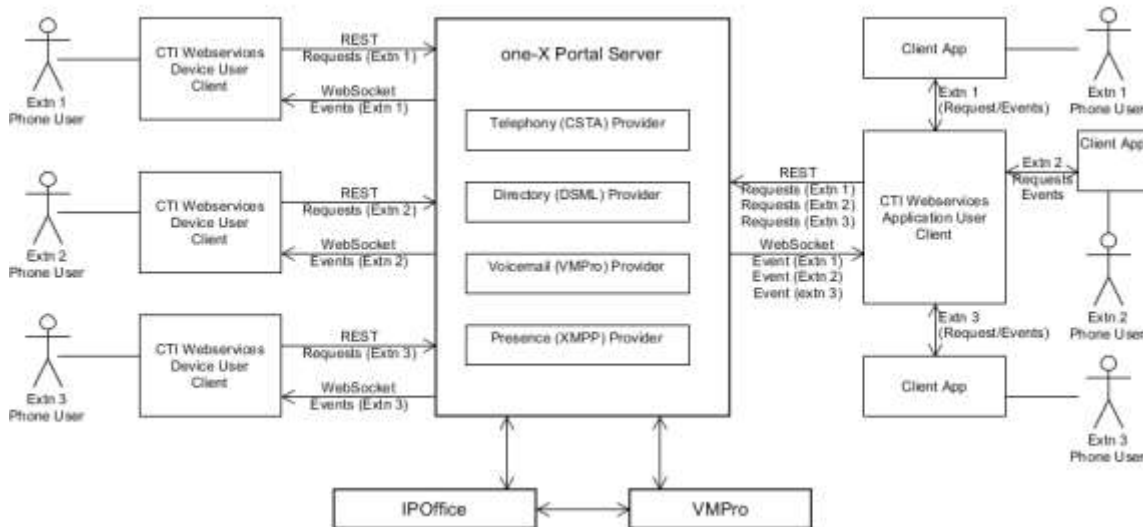
2.11 Cross Origin Resource Sharing (CORS) support

Cross-Origin Resource Sharing (CORS) is a mechanism that uses additional HTTP headers to let a user agent gain permission to access selected resources from a server on a different origin (domain) than the site currently in use.

CORS support is enabled for CTI Webservices.

3 CTI Web Services Usage

3.1 Guidelines for consuming the CTI Web Services



To use the API, following are the guidelines:

1. Use the 'Start Session' API to login any user into one-X Portal application. The user should be a valid IP Office User provisioned in one-X Portal or and Application user.
2. IPOffice user should have Power license.
3. The login response will vary on whether a Device User has logged in or an Application User has logged in. Refer the 'Start Session' API for more details.
 - a. Note that the login response will be HTTP 200 OK. In case, user is not able to login, check the field '*loginFailureCode*' in the synchronous login response for the reason code for failure. Reason code '*NONE*' denotes that successful login has been done.
4. Among the various fields returned as part of login response code, '*clientSessionID*' should be used with every subsequent request from that client. The value of this field should be added in the request header of every subsequent request. The header name will be '*ClientSessionId*'.
5. The field '*userSwitchDevice*' will have the IP Address of the IP Office for that user. The string value of IP Address should be converted into byte format since it gets later used for '*switchingSubDomainInformationElements*' field in all telephony related requests.

For e.g. IP Address 148.147.206.177 gets converted to 3134382E3134372E3230362E313737

Note: In Java, String.getBytes() method is used for the same.

6. In some telephony requests, 'device' field value needs to be populated. This value will be the same as user extension for e.g.:

```
<senderDevice
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">202</senderDevice>
```

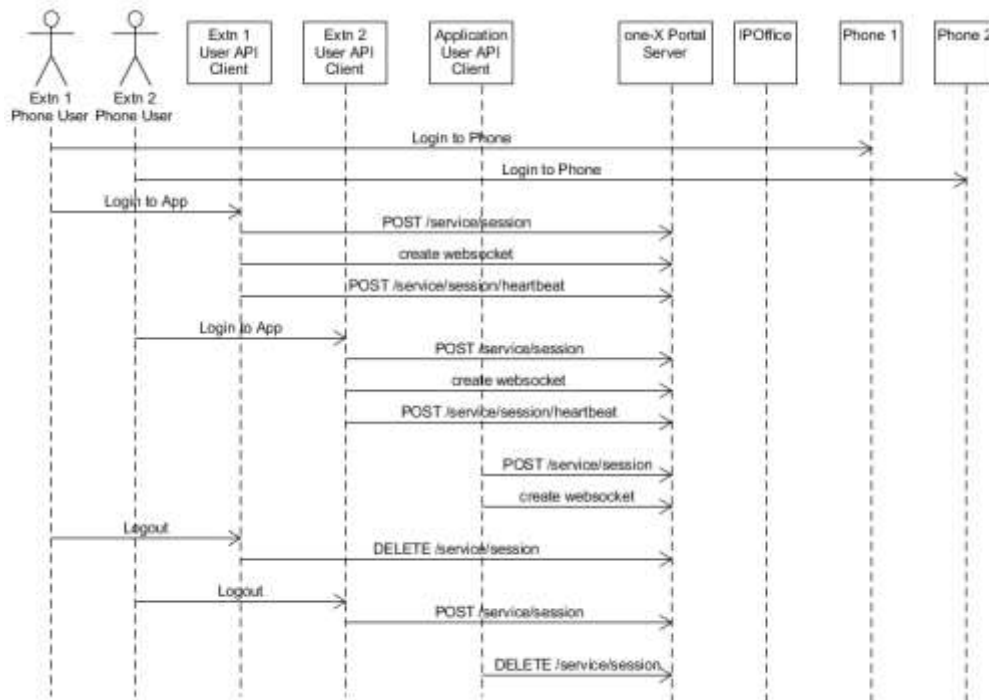
```
<targetDevice
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">201</targetDevice>
```

7. Once the login is finished the client should create a Web Socket connection to the One-X Portal using the web socket Url provided in the login response.
8. For some telephony request like make call, a 'correlatorData' value needs to be specified in the request. This value should be unique for every call request made by client.
9. Some telephony requests like hold call, transfer call require 'callId' and 'connectionId'. These should be extracted from the relevant events that have been previously received for e.g. from 'Established' event after make call.

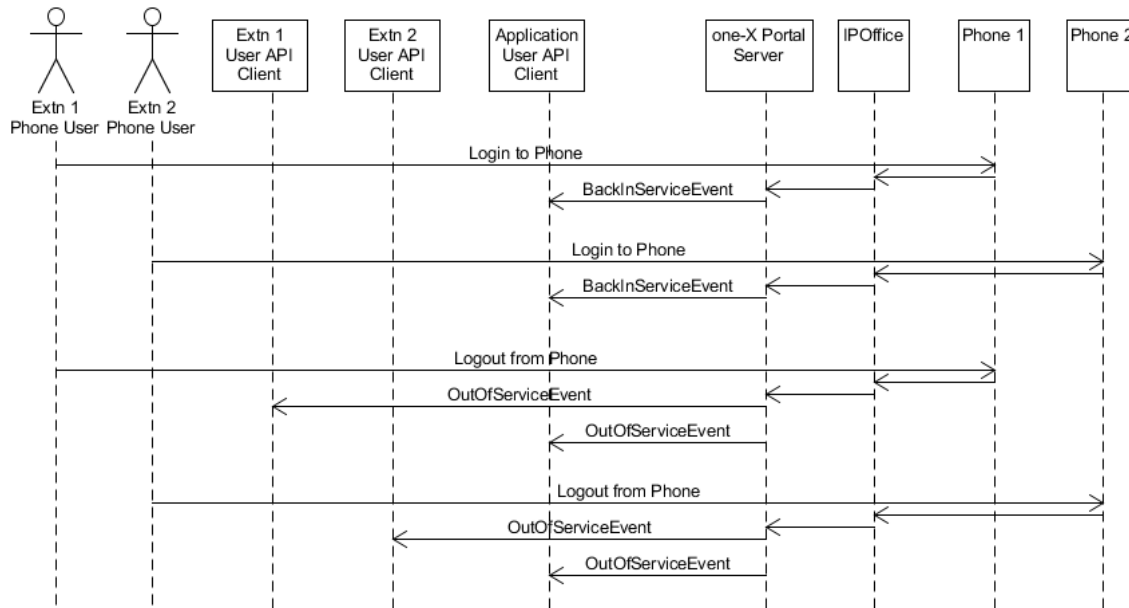
4 User Session Management Services

This section describes the User Session Management Services. These services allow the user to Login, Logout and maintain the Session.

4.1 User Session Management



4.2 User Phone Logout



4.3 User Session Management Services Specifications

4.3.1 Login and Subscription

URL Format & Method
URL: https://<server IP>:<server port>/inyama/service/session
Method: POST
Description
This service is used to login an existing IP Office User from the API client
Request Header
None
Request Payload Template
Refer Appendix: user-login-request.xsd
Request Payload Sample
<pre> <?xml version="1.0" encoding="UTF-8"?> <ns:userLoginRequest xmlns:ns="http://openapi.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <userName>username</userName> <userPassword>password</userPassword> <applicationName>appname</applicationName> </pre>

```

<loginSubscriptionRequest httpMethod="WEBSOCKET" callBackUrl="" ">
  <eventTypes>CapabilityExchangeServicesCallbackEvents</eventTypes>
  <eventTypes>MonitoringServicesCallbackEvents</eventTypes>
  <eventTypes>SnapshotServicesCallbackEvents</eventTypes>
  <eventTypes>CallControlFeaturesEvents</eventTypes>
  <eventTypes>CallAssociatedFeaturesEvents</eventTypes>
  <eventTypes>PhysicalDeviceFeaturesEvents</eventTypes>
  <eventTypes>LogicalDeviceFeaturesEvents</eventTypes>
  <eventTypes>DeviceMaintenanceEvents</eventTypes>
  <eventTypes>VoicemailServicesEvents</eventTypes>
  <eventTypes>RecordingServicesEvents</eventTypes>
  <eventTypes>CallLogEvents</eventTypes>
  <eventTypes>DirectoryEvents</eventTypes>
  <eventTypes>ImEvents</eventTypes>
  <eventTypes>PresenceEvents</eventTypes>
  <eventTypes>LogoutEvents</eventTypes>
</loginSubscriptionRequest>
</ns:userLoginRequest>

```

Description:

userName: user name of IP Office user, cannot be blank. Data type - String, max character length - 15

userPassword: plain text password, may or may not be blank. Data type - String, max character length – 15

applicationName: API client name, cannot be blank. Data type - String, max character length – 50

Description

EventType – Payload can contain 0 or more EventType elements. Currently supported events types are

- CapabilityExchangeServicesCallbackEvents
- MonitoringServicesCallbackEvents
- SnapshotServicesCallbackEvents
- CallControlFeaturesEvents
- CallAssociatedFeaturesEvents
- PhysicalDeviceFeaturesEvents
- LogicalDeviceFeaturesEvents
- DeviceMaintenanceEvents
- VoicemailServicesEvents
- RecordingServicesEvents
- CallLogEvents
- DirectoryEvents
- ImEvents
- PresenceEvents
- LogoutEvents

Event Categorization

Event	Event Category
-------	----------------

SystemStatus	CallControlFeaturesEvents
BridgedEvent	CallControlFeaturesEvents
CallClearedEvent	CallControlFeaturesEvents
ConferencedEvent	CallControlFeaturesEvents
ConnectionClearedEvent	CallControlFeaturesEvents
DeliveredEvent	CallControlFeaturesEvents
EstablishedEvent	CallControlFeaturesEvents
FailedEvent	CallControlFeaturesEvents
HeldEvent	CallControlFeaturesEvents
OriginatedEvent	CallControlFeaturesEvents
QueuedEvent	CallControlFeaturesEvents
RetrievedEvent	CallControlFeaturesEvents
ServiceInitiatedEvent	CallControlFeaturesEvents
TransferredEvent	CallControlFeaturesEvents
ConferenceLockedEvent	CallControlFeaturesEvents
ConferenceActiveSpeakerEvent	CallControlFeaturesEvents
AgentBusyEvent	LogicalDeviceFeaturesEvents
AgentLoggedOffEvent	LogicalDeviceFeaturesEvents
AgentLoggedOnEvent	LogicalDeviceFeaturesEvents
AgentNotReadyEvent	LogicalDeviceFeaturesEvents
AgentReadyEvent	LogicalDeviceFeaturesEvents
AgentWorkingAfterCallEvent	LogicalDeviceFeaturesEvents
DoNotDisturbEvent	LogicalDeviceFeaturesEvents
ForwardingEvent	LogicalDeviceFeaturesEvents
HookswitchEvent	PhysicalDeviceFeaturesEvents
MicrophoneMuteEvent	PhysicalDeviceFeaturesEvents
SnapshotDeviceData	SnapshotServicesCallbackEvents
BackInServiceEvent	DeviceMaintenanceEvents
DeviceCapsChangedEvent	DeviceMaintenanceEvents
OutOfServiceEvent	DeviceMaintenanceEvents
AVMGetVoicemailConfigEvent	VoicemailServicesEvents
AVMMessageStateChangedEvent	VoicemailServicesEvents
AVMNewMessageEvent	VoicemailServicesEvents
AVMPlayedEvent	VoicemailServicesEvents
AVMSnapshotEvent	VoicemailServicesEvents
AVMStopEvent	VoicemailServicesEvents
AVMSuspendEvent	VoicemailServicesEvents
AVMVoicemailStatusEvent	VoicemailServicesEvents
AVMFolderSnapshotEvent	VoicemailServicesEvents
AVMMessageLeaveInProgressEvent	VoicemailServicesEvents
AVMGreetingRecordedEvent	VoicemailServicesEvents
AVMGreetingSnapshotEvent	VoicemailServicesEvents

ARSRecordCallStartedEvent	RecordingServicesEvents
ARSRecordCallStoppedEvent	RecordingServicesEvents
CallInformationEvent	CallAssociatedFeaturesEvents
ServiceInitiatedEvent	CallAssociatedFeaturesEvents
ServiceCompletionFailureEvent	CallAssociatedFeaturesEvents
CallLogEvent	CallLogEvents
DirectoryEvent	DirectoryEvents
IMToReceiveEvent	ImEvents
PresenceStates	PresenceEvents
TelephonyPresenceEvent	PresenceEvents
LogoutEvent	LogoutEvents

Synchronous Response Payload Template

Refer Appendix: user-login-response.xsd

Synchronous Response Payload Sample

If Device User has logged in, the response payload sample will be:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:userLoginResponse xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns17="http://calllog.common.avaya.com/"
xmlns:ns14="http://conferencing.avaya.com/"
xmlns:ns15="http://groups.system.common.avaya.com"
xmlns:ns18="http://recording.common.avaya.com/"
xmlns:ns9="http://com.avaya.inkaba.wstransfer"
xmlns:ns5="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns12="http://ccragent.common.avaya.com/"
xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://conferencing.common.avaya.com/"
xmlns:ns7="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns10="http://com.avaya.common.csta.extended"
xmlns:ns8="http://com.avaya.inkaba.dal" xmlns:ns11="http://voicemail.avaya.com/"
xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://voicemail.common.avaya.com/"
xmlns:ns3="http://openapi.common.avaya.com/">
  <applicationVersion>10.1.0.152</applicationVersion>
  <clientSessionID>c89c3bd9-9f6f-4e44-87a6-0797eb1fb976</clientSessionID>
  <userName>jdoe</userName>
  <userExtension>1001</userExtension>
  <userSwitchDevice>127.0.0.1</userSwitchDevice>
  <userParkSlots>1@127.0.0.1|2@127.0.0.1|3@127.0.0.1|4@127.0.0.1</userParkSlots>
  <userHuntGroups/>
  <stationMonitorEnabled>>false</stationMonitorEnabled>
  <inService>>false</inService>
  <userMonitorID>3497757415048302301-127.0.0.1-1001</userMonitorID>
```

```

<loginFailureCode>NONE</loginFailureCode>
<xmppConnectionFailureCode>NONE</xmppConnectionFailureCode>
<subscriptionUrl>ws://111.111.111.111:8080/</subscriptionUrl>
<userLicensePackage>PowerUserPackage</userLicensePackage>
<webSocketHttpPort>8080</webSocketHttpPort>
<webSocketHttpsPort>9443</webSocketHttpsPort>
<webSocketHttpPortEnabled>true</webSocketHttpPortEnabled>
<webSocketHttpsPortEnabled>true</webSocketHttpsPortEnabled>
<httpPort>8080</httpPort>
<httpsPort>9443</httpsPort>
<webSocketWsUrl>ws://111.111.111.111:8080/inyama/openapiwebsocket/c89c3
bd9-9f6f-4e44-87a6-0797eb1fb976</webSocketWsUrl>
<webSocketWssUrl>wss://111.111.111.111:9443/inyama/openapiwebsocket/c89
c3bd9-9f6f-4e44-87a6-0797eb1fb976</webSocketWssUrl>
<xmppDomain>IntelliporaPri</xmppDomain>
</ns3:userLoginResponse>

```

Field	Description
applicationVersion	version of one-X Portal application, cannot be blank. Data type - String, max character length – 255
clientSessionID	session ID generated by one-X Portal server after successful user login. Client should store this value and pass it in the request header for every further request done for that user. Data type - String, max character length – 255
userName	user name of IP Office user, cannot be blank. Data type - String, max character length - 15
userExtension	User Device Extension where user is logging in. Data type – String, max character length – 9
userSwitchDevice	The switch (<u>Avaya</u> IP Office) IP Address on which the user belongs. Data type – String, max character length – 15
userParkSlots	Tab delimited park slots of user, Data type – String, max character length - 255
userHuntGroups	Tab delimited hunt groups of user, Data type – String, max character length - 255
stationMonitorEnabled	boolean flag indicating if station monitor is enabled or not.
userMonitorID	monitor ID associated with logged in user. Data type – String, max character length - 255
loginFailureCode	If login is successful, this value will be blank, while if login fails, then appropriate failure code will be provided and all other fields will be blank. Data type – String (enumeration) In addition the Api will return a non 200 Status response with following Error code

	SYSTEM_STARTUP_IN_PROGRESS INVALID_INPUT_XML_DATA INVALID_CREDENTIALS UNAUTHORIZED CSTA_PROVIDER_NOT_AVAILABLE PREFERRED_EDITION_LICENSE_NOT_AVAILABLE LICENSE_NOT_AVAILABLE CSTA_RESOURCE_NOT_AVAILABLE SERVER_PROBLEM SESSION_ERROR SYSTEM_DOWN USER_CONFIGURATION_PROBLEM UNKNOWN
webSocketWsUrl	Unsecure websocket subscription url
webSocketWssUrl	Secure websocket subscription url
webSocketHttpPort, webSocketHttpsPort, webSocketHttpPortEnabled, webSocketHttpsPortEnabled, httpPort, httpsPort	Legacy – should be ignored

If Application User has logged in, the response payload sample will be:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:userLoginResponse xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns17="http://callog.common.avaya.com/"
xmlns:ns14="http://conferencing.avaya.com/"
xmlns:ns15="http://groups.system.common.avaya.com"
xmlns:ns18="http://recording.common.avaya.com/"
xmlns:ns9="http://com.avaya.inkaba.wstransfer"
xmlns:ns5="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns12="http://ccragent.common.avaya.com/"
xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://conferencing.common.avaya.com/"
xmlns:ns7="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns10="http://com.avaya.common.csta.extended"
xmlns:ns8="http://com.avaya.inkaba.dal" xmlns:ns11="http://voicemail.avaya.com/"
xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://voicemail.common.avaya.com/"
xmlns:ns3="http://openapi.common.avaya.com/">
  <applicationVersion>10.1.0.152</applicationVersion>
  <clientSessionID>48676e84-6c91-41ef-90e2-e0ae4c09c4fc</clientSessionID>
  <devices>
    <switchingSubdomain>127.0.0.1</switchingSubdomain>
    <userExtension>1010</userExtension>
```

```

    <physicalExtension>1010</physicalExtension>
    <guid>F9207C80C3C711DF845E005056A935CF</guid>
    <userName>jdoe</userName>
    <fullName>John Doe</fullName>
    <monitorID>7012257330154654230-127.0.0.1-1010</monitorID>
    <deviceCategory>STATION</deviceCategory>
    <inService>true</inService>
    <loginTime>1486670576</loginTime>
    <logoutTime>1486670576</logoutTime>
    <wrapupTime>2</wrapupTime>
    <exDirectory>false</exDirectory>
    <accountStatus>true</accountStatus>
    <callDistributionMode/>
    <huntGroups>
        <huntgroup enabled="true" username="Marketing"/>
        <huntgroup enabled="true" username="RnD"/>
        <huntgroup enabled="true" username="Sales"/>
        <huntgroup enabled="true" username="Finance"/>
    </devices>
    .
    .

    <devices>
        <switchingSubdomain>127.0.0.1</switchingSubdomain>
        <userExtension>2004</userExtension>
        <physicalExtension>2004</physicalExtension>
        <guid>8D3DC880C3C511DF8067005056A935CF</guid>
        <userName>RnD</userName>
        <fullName/>
        <monitorID>4845307942076631901-127.0.0.1-RnD</monitorID>
        <deviceCategory>GROUP</deviceCategory>
        <inService>false</inService>
        <loginTime>0</loginTime>
        <logoutTime>0</logoutTime>
        <wrapupTime>0</wrapupTime>
        <exDirectory>false</exDirectory>
        <callDistributionMode>Sequential</callDistributionMode>
        <users>
            <user enabled="true" username="jdoe"/>
        </users>
    </devices>
    <loginFailureCode>NONE</loginFailureCode>
    <subscriptionUrl>ws://111.111.111.111:8080/</subscriptionUrl>
    <ipOfficeTimestamp>1486741123697</ipOfficeTimestamp>
    <ipOfficeTimezone>+5:30</ipOfficeTimezone>
    <webSocketHttpPort>8080</webSocketHttpPort>
    <webSocketHttpsPort>9443</webSocketHttpsPort>
    <webSocketHttpPortEnabled>true</webSocketHttpPortEnabled>
    <webSocketHttpsPortEnabled>true</webSocketHttpsPortEnabled>
    <httpPort>8080</httpPort>
    <httpsPort>9443</httpsPort>

```

```

<webSocketWsUrl>ws://111.111.111.111:8080/inyama/openapiwebsocket/48676
e84-6c91-41ef-90e2-e0ae4c09c4fc</webSocketWsUrl>
<webSocketWssUrl>wss://111.111.111.111:9443/inyama/openapiwebsocket/486
76e84-6c91-41ef-90e2-e0ae4c09c4fc</webSocketWssUrl>
<xmppDomain>IntelliporaPri</xmppDomain>
</ns3:userLoginResponse>

```

Field	Description
applicationVersion	version of one-X Portal application, cannot be blank. Data type - String, max character length – 255
clientSessionID	session ID generated by one-X Portal server after successful user login. Client should store this value and pass it in the request header for every further request done for that user. Data type - String, max character length – 255
switchingSubDomain	this will have the IP Address of the IPO to which the device belongs
userExtension	this is the user extension for that device on the IP Office
Monitored	monitor ID of the device.
loginFailureCode	refer Appendix A for various failure codes. If login is successful, this value will be blank, while if login fails, then appropriate failure code will be provided and all other fields will be blank. Data type – String (enumeration)
physicalExtension	The phone extension to which the user has logged in
userName	Username of the user logged in to the phone
fullName	Full Name of the user logged in to the phone
inService	In Service status of the device
deviceCategory	Category of the device – STATION=Phone, GROUP=Huntgroup
loginTime	The last login time of the user
logoutTime	The last logout time of the user
wrapupTime	Wrap time of the user in seconds
callDistributionMode	Call Distribution Mode of the huntgroup. This field is populated when deviceCategory=GROUP
Huntgroups	List of hunt groups which the logged in user is a member. This field is populated when deviceCategory=STATION
Users	List of users that are member of the hunt group. This field is populated when deviceCategory=GROUP
loginFailureCode	If login is successful, this value will be blank, while if login fails, then appropriate failure code will be provided and all other fields will be blank. Data type – String (enumeration) In addition the Api will return a non 200 Status response with following

	Error code SYSTEM_STARTUP_IN_PROGRESS INVALID_INPUT_XML_DATA INVALID_CREDENTIALS UNAUTHORIZED CSTA_PROVIDER_NOT_AVAILABLE PREFERRED_EDITION_LICENSE_NOT_AVAILABLE LICENSE_NOT_AVAILABLE CSTA_RESOURCE_NOT_AVAILABLE SERVER_PROBLEM SESSION_ERROR SYSTEM_DOWN USER_CONFIGURATION_PROBLEM UNKNOWN
ipOfficeTimestamp	The current time on IPOffice in milliseconds.
ipofficeTimezone	The current time zone of the IPOffice
webSocketWsUrl	Unsecure websocket subscription url
webSocketWssUrl	Secure websocket subscription url
webSocketHttpPort, webSocketHttpsPort, webSocketHttpPortEnabled, webSocketHttpPortsEnabled, httpPort, httpsPort	Legacy – should be ignored
Note: in case more than one IP Office is provisioned, then information for all devices on all IP Offices will be made available in this login response.	
Asynchronous Response Payload Template	
None	
Error Handling	
1.Refer 'loginFailureCode' field from response payload for details. 2. HTTP 401 response in case invalid credentials is passed in the request 3. HTTP 503 in case the service is not available	
Additional Comments	
<u>Scenarios:</u> 1. Same user can log in from existing one-X Portal web client and also from multiple CTI WebServices clients simultaneously. 2. Same user cannot login from same client more than once. The previous session for that user will get terminated in that case. 3. All permutations about same and/or multiple users trying to login from one-X Portal web client using same and/or different browsers, remain unchanged.	

4.3.2 Logout

URL Format & Method
<u>URL</u>: https://<server IP>:<server port>/inyama/service/session <u>Method</u>: DELETE
Description

This service is used to logout a logged in IP Office User from the API client	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
HTTP 200 OK.	
Asynchronous Response Payload Template	
None	
Error Handling	
1. HTTP 401 in case invalid ClientSessionId is passed in request header	
Additional Comments	
<u>Scenarios:</u> 1. If user is logged in from multiple clients and if he/she logs out from one of those clients, his/her session will continue to remain active for other clients.	

4.3.3 Heartbeat

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/session/heartbeat	
Method: POST	
Description	
This service provides mechanism for client to send heartbeat request for keeping the current user session active. This mechanism can be useful in case when the client closes the window abruptly and then opens it again. In that case, if the client session id value is persisted with, then the same can be used to activate the earlier session again. Any session which does not send heartbeat for a certain time will result in auto logout of that session. This also ensures one-X Portal server does not have to maintain any unused user sessions. The heartbeat interval in one-X Portal server is set to 4 minutes. So all clients should send this heartbeat request within every four minutes else the session will get deactivated and the client will stop receiving events. The session timeout interval in one-X Portal is currently set to 6 hours. So if there is no heartbeat received during this time from a particular client, then that client will get logged out. However, if the client manages to send heartbeat request within this period, then the session will get reactivated and the client will start receiving the events again. Note that this request is only applicable for client logins for one-X Portal user. For Application Users ending a heartbeat request is not required. The session for an Application User will remain activated as long as one-X Portal server is running and that Application User does not explicitly logout.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	

Synchronous Response Payload Template
HTTP 202 OK.
Asynchronous Response Payload Template
None
Error Handling
1. HTTP 401 in case invalid ClientSessionId is passed in the request header
Additional Comments

4.3.4 Websocket Heartbeat

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/openapiwebsocket/<ClientSessionId>?clientName=<clientName>&clientVersion=<ClientVersionNo>	
Description	
Heartbeat option has been added for websockets. This option is enabled by appending 2 additional request parameters <i>clientName</i> and <i>clientVersion</i> to the websocket URL. Both the request parameter should be appended to the websocket URL for enabling the heartbeat option. When the client chooses to enable the heartbeat option then it should send atleast one heartbeat message over the websocket every 30 seconds. If the heartbeat message is missed then the websocket is closed by the server. The heartbeat message can be any string.	
Request Header	
Parameter Name	Description
clientName	Name of the client
clientVersion	Version of the client
Request Payload Template	
None	
Synchronous Response Payload Template	
None	
Asynchronous Response Payload Template	
None	
Error Handling	
None	
Additional Comments	

4.4 User Session Management Services Events Specifications

4.4.1 Logout Event

Description
This event is delivered when same user logs in from same client from a different location. In that case, the earlier session for that user is logged out and that earlier session receives this event. Note that the earlier session should subscribe for 'LogoutEvent' to receive this event.
Payload Xsd template
Refer Appendix : 'LogoutEvent' in user-login-response.xsd
Payload Sample
<pre><?xml version="1.0" encoding="UTF-8"?><ns2:Events xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:logoutEvent> <logoutReason>LOGIN_DIFFERENT_LOCATION</logoutReason> </ns2:logoutEvent> </ns2:Events></pre>
Additional Comments

4.4.2 Out Of Service Event

Description
This event is delivered when a user logout of the phone.
Payload Xsd template
Refer Appendix : out-of-service-event.xsd
Payload Sample
<pre><?xml version="1.0" encoding="UTF-8"?> <ns2:Events xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/"</pre>

```

xmlns:ns12="http://conferencing.avaya.com/" x
mlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns14="http://calllog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns3="http://www.ecma-
international.org/standards/ecma
-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.ava
ya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/">
  <ns2:Event device="1201">
    <ns3:OutOfServiceEvent>
      <ns3:monitorCrossRefID>3bfe063c-0f31-4a8b-a54e-
11ffd34ae108</ns3:monitorCrossRefID>
      <ns3:device>
        <ns3:deviceIdIdentifier
switchingSubDomainInformationElements="3131312E3131312E3131312E313131"
typeOfNumber="dialingNumber">1201</ns3:deviceIdIdentifier>
      </ns3:device>
      <ns3:cause>numberUnallocated</ns3:cause>
      <ns3:extensions>
        <ns3:privateData>
          <ns3:string>3131312E3131312E3131312E313131</ns3:string>
          <ns3:private>
            <additionalInfo booleanFlag="true" intValue="6"
stringData="EXTENDEDSEVICES">
              <additionalEventInfo timestamp="1355129320298"/>
            </additionalInfo>
            <additionalInfo booleanFlag="true" intValue="7"
stringData="EXTENDEDSEVICES">
              <additionalUserInfo fullname="John Doe" physicalExtension=""
userExtension="1201" username="John"/>
            </additionalInfo>
          </ns3:private>
        </ns3:privateData>
      </ns3:extensions>
    </ns3:OutOfServiceEvent>
  </ns2:Event>

```

Additional Comments

4.5 Back In Service Event

Description

This event is delivered when a user logs to phone.

Payload Xsd template

Refer Appendix : out-of-service-event.xsd

Payload Sample

```

<?xml version="1.0" encoding="UTF-8"?>
<ns2:Events xmlns:ns2="http://openapi.common.avaya.com/"

```

```

xmlns:ns10="http://ccragent.common.avaya.com/"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns12="http://conferencing.avaya.com/" x
mlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns14="http://callog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns3="http://www.ecma-
international.org/standards/ecma
-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.ava
ya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/">
  <ns2:Event device="1201">
    <ns3:BackInServiceEvent>
      <ns3:monitorCrossRefID>3bfe063c-0f31-4a8b-a54e-
11ffd34ae108</ns3:monitorCrossRefID>
      <ns3:device>
        <ns3:deviceIdIdentifier
switchingSubDomainInformationElements="3131312E3131312E3131312E313131"
typeOfNumber="dialingNumber">1201</ns3:deviceIdIdentifier>
      </ns3:device>
      <ns3:cause>normal</ns3:cause>
      <ns3:extensions>
        <ns3:privateData>
          <ns3:string>3131312E3131312E3131312E313131</ns3:string>
          <ns3:private>
            <additionalInfo booleanFlag="true" intValue="6"
stringData="EXTENDEDSEVICES">
              <additionalEventInfo timestamp="1355129344502"/>
            </additionalInfo>
            <additionalInfo booleanFlag="true" intValue="7"
stringData="EXTENDEDSEVICES">
              <additionalUserInfo fullname="John Doe" physicalExtension="1201"
userExtension="1201" username="John"/>
            </additionalInfo>
          </ns3:private>
        </ns3:privateData>
      </ns3:extensions>
    </ns3:BackInServiceEvent>

```

Additional Comments

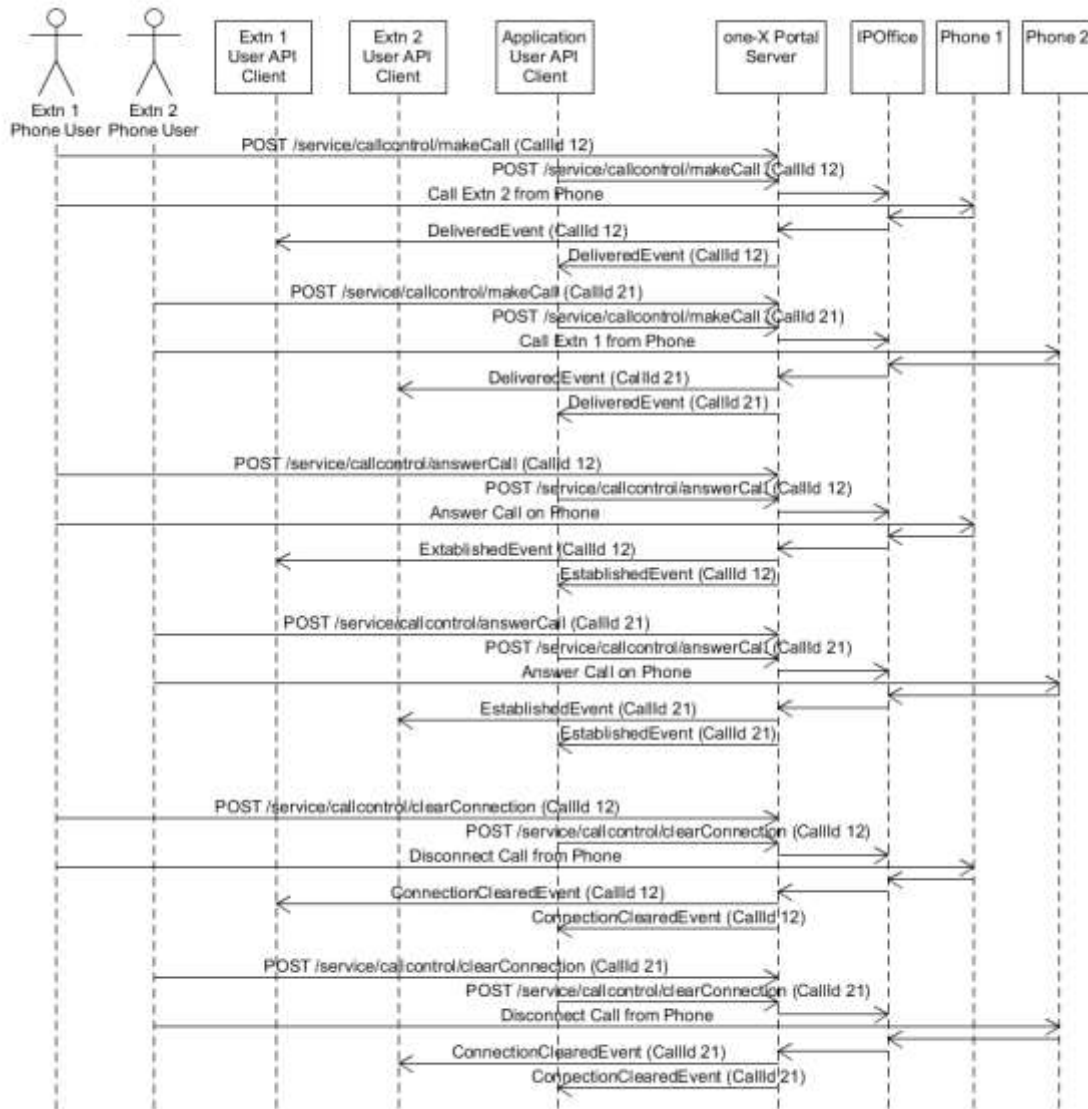
5 Call Control Services

Call Control CTI Web Services allow the user to invoke various call features of the IPOffice like making a call, answering, putting on Hold, conference etc.

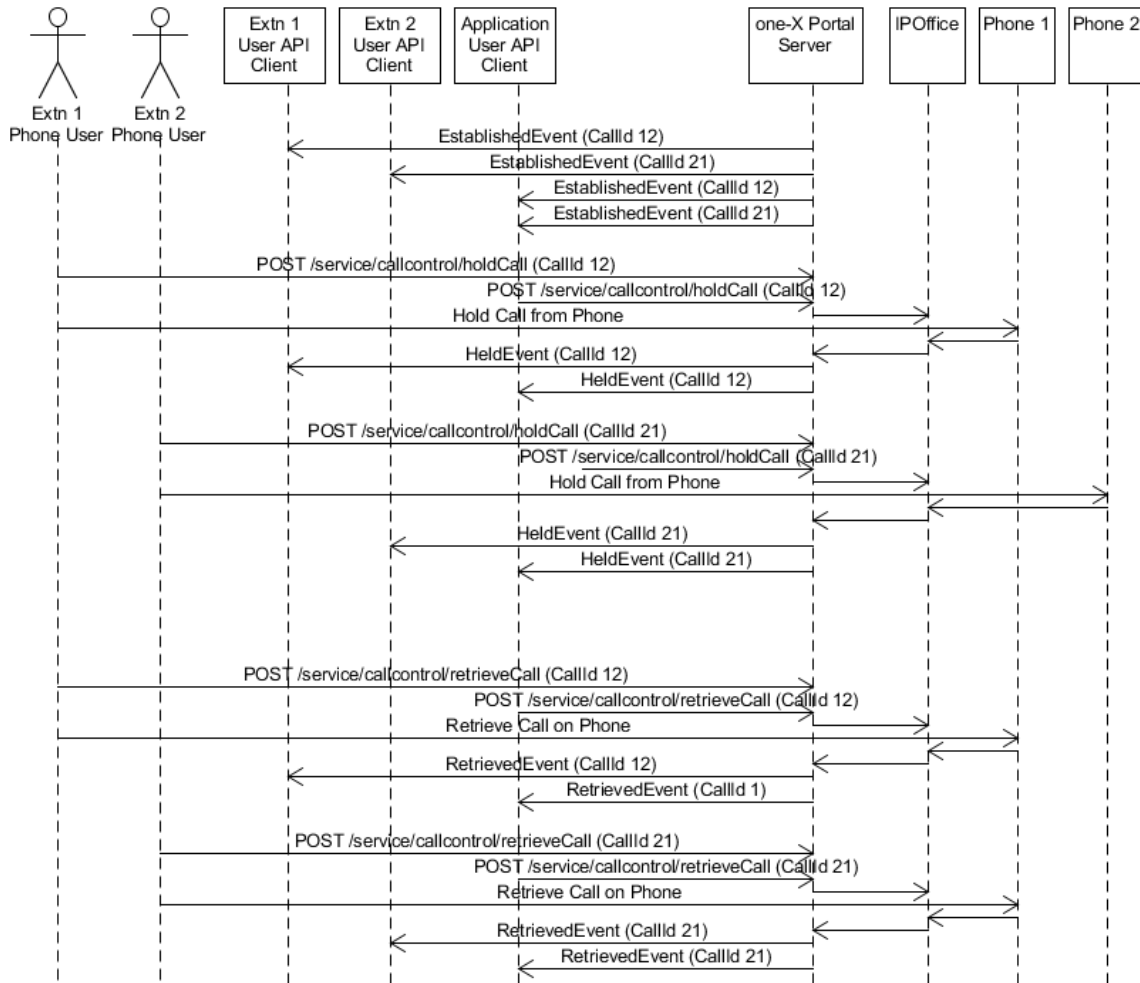
5.1 Call Scenarios

This section illustrates the Webservice Calls and Events sequences for some common call scenarios

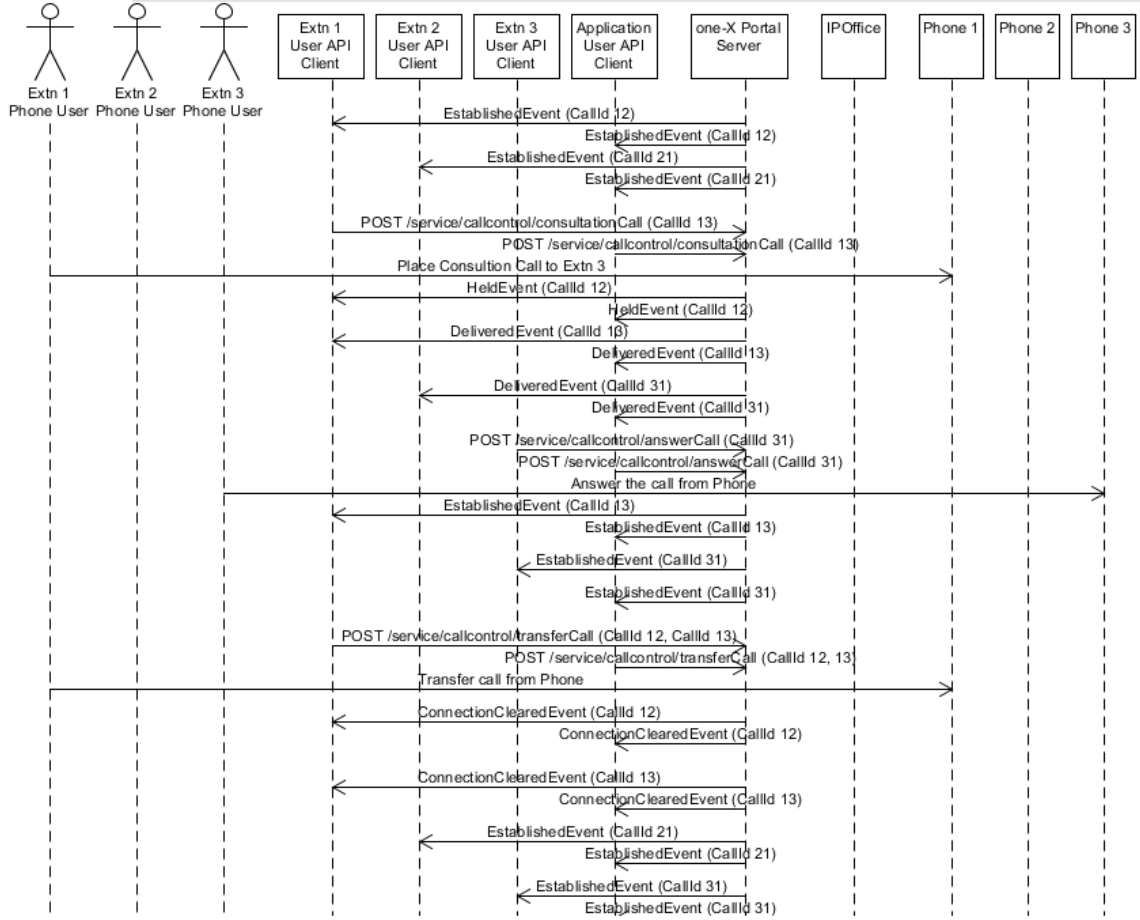
5.1.1 Call Answer and Disconnect



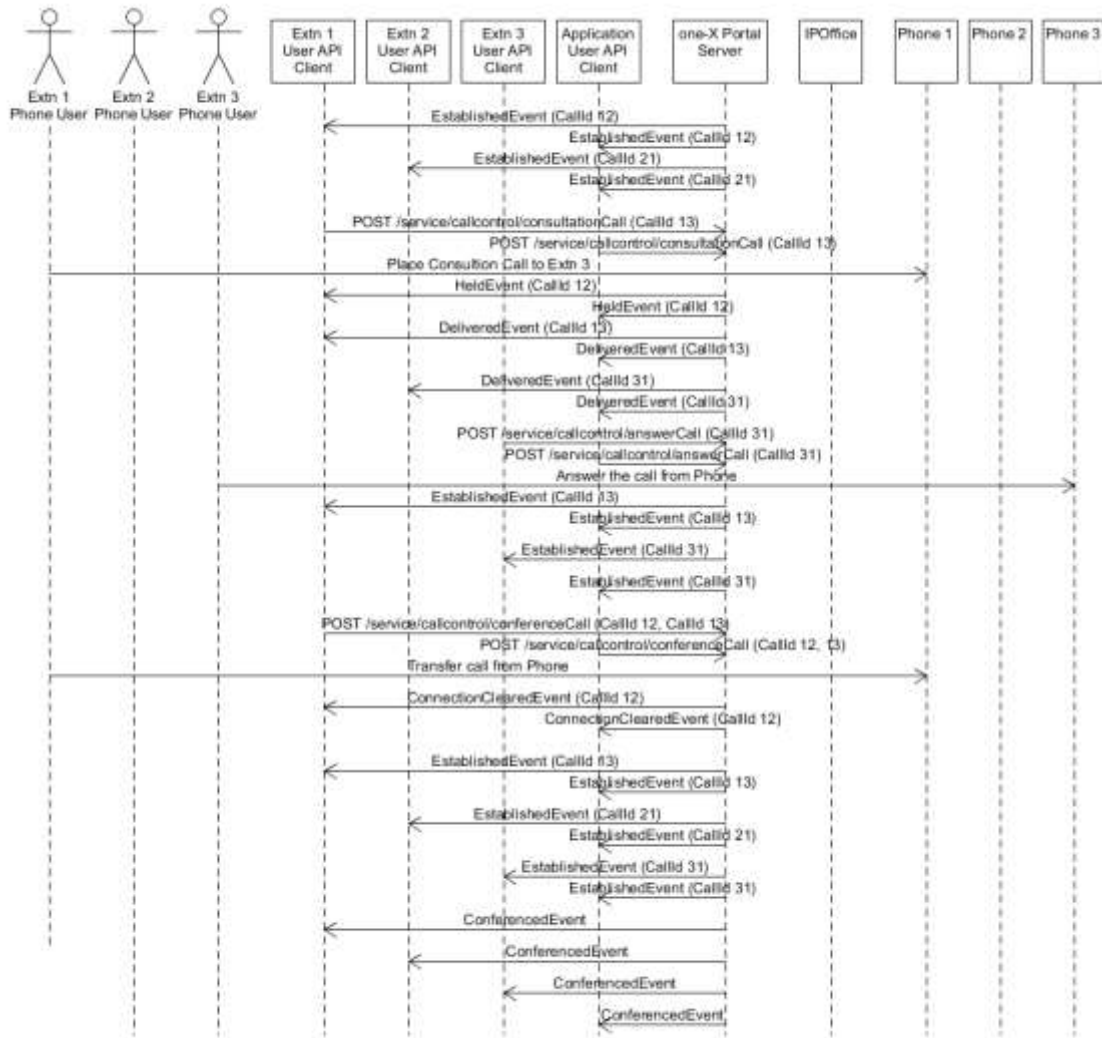
5.1.2 Call Hold and Retrieve



5.1.3 Call Consult and Transfer



5.1.4 Call Conference



5.2 Call Control Services Specifications

5.2.1 Answer Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/answerCall	
Method: POST	
Description	
This service is provides answer call functionality.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : answer-call.xsd	
Request Payload Template	
<pre><ns3:AnswerCall xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:callToBeAnswered> <ns3:callID>fcd44fe6-de41-4d1a-b167-eac67841f8a1</ns3:callID> </ns3:callToBeAnswered> </ns3:AnswerCall></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
DeliveredEvent, FailedEvent	
Error Handling	
1. HTTP 500 in case an error occurs on server	
Additional Comments	

5.2.2 Clear Call (Two Party and Conference Drop all Participants)

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/clearCall	
Method: POST	
Description	
This service is provides clear call functionality. This service is to be used for dropping all participants from a conference.	

Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
<pre><ns3:ClearCall xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:callToBeCleared> <ns3:callID>13317814-dc10-4538-bc66-4051c656506d</ns3:callID> </ns3:callToBeCleared> </ns3:ClearCall></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
ConnectionClearedEvent, ConferencedEvent, FailedEvent	
Error Handling	
HTTP 500 in case an error occurs on server	
Additional Comments	

5.2.3 Clear Connection (Two Party Call)

URL Format & Method	
<u>URL</u> : https://<server IP>:<server port>/inyama/service/callcontrol/clearConnection (or dropCall) <u>Method</u> : POST	
Description	
This service is provides clear connection functionality for terminating a call.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : clear-connection.xsd	
Request Payload sample	
<pre><ns2:ClearConnection xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/"</pre>	

xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:connectionToBeCleared> <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID> </ns2:connectionToBeCleared> </ns2:ClearConnection>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
ConnectionClearedEvent, FailedEvent
Error Handling
HTTP 500 in case an error occurs on server
Additional Comments

5.2.4 Clear Connection (Drop Participant from conference)

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/clearConnection	
Method: POST	
Description	
This service is used for dropping a participant from a conference	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : clear-connection.xsd	
Request Payload sample	
<ns3:ClearConnection xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:connectionToBeCleared> <ns3:callID>Rj5hgDSrEdimEwDgBwVP9w==</ns3:callID>	

<pre> </ns3:connectionToBeCleared> <ns3:correlatorData> <ns3:string>30623366393033362D323465372D343732652D626136612D65343832366 4333965316465</ns3:string> </ns3:correlatorData> <ns3:reason>conference</ns3:reason> </ns3:ClearConnection> </pre>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
ConnectionClearedEvent, ConferencedEvent, FailedEvent
Error Handling
HTTP 500 in case an error occurs on server
Additional Comments
1. <CallId> value should be the participant id 2. <CorrelatorData> value should be correlator data that was used for establishing the call while joining the conference 3. <reason> value should be 'conference'

5.2.5 Conference Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/conferenceCall	
Method: POST	
Description	
This service provides conference call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : conference-call.xsd	
Request Payload sample	
<pre> <ns3:ConferenceCall xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:heldCall> <ns3:callID>a695b0f1-21cf-44bb-915a-a6f1eb3c69f1</ns3:callID> </ns3:heldCall> </pre>	

<pre> <ns3:activeCall> <ns3:callID>fb55665c-f807-4003-a1ab-573435022f69</ns3:callID> </ns3:activeCall> </ns3:ConferenceCall> </pre>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
ConferencedEvent, FailedEvent
Error Handling
HTTP 500 in case an error occurs on server
Additional Comments

5.2.6 Consultation Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/consultationCall Method: POST	
Description	
This service is provides consultation call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : consultation-call.xsd	
Request Payload sample	
<pre> <ns3:ConsultationCall xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:existingCall> <ns3:callID>b76e7c9a-9c0f-468f-a5e9-1b10dfac43cc</ns3:callID> </ns3:existingCall> <ns3:consultedDevice typeOfNumber="dialingNumber">303</ns3:consultedDevice> <ns3:correlatorData> <ns3:string>39353266303031372D653938392D346136642D613232642D31616335366 1646262373435</ns3:string> </ns3:correlatorData> <ns3:subjectOfCall></ns3:subjectOfCall> </ns3:ConsultationCall> </pre>	

Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
EstablishedEvent, FailedEvent
Error Handling
HTTP 500 in case an error occurs on server
Additional Comments

5.2.7 Directed Pickup Call

URL Format & Method	
<u>URL</u> : https://<server IP>:<server port>/inyama/service/callcontrol/directedPickupCall	
<u>Method</u> : POST	
Description	
This service is provides directed pickup call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : directed-pickup-call.xsd	
Request Payload sample	
<ns3:DirectedPickupCall xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:callToBePickedUp> <ns3:callID>28b2c538-7e74-48e0-a1d6-d90c1e803dae</ns3:callID> </ns3:callToBePickedUp> <ns3:requestingDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">301</ns3:requestingDevice> </ns3:DirectedPickupCall>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
EstablishedEvent	
Error Handling	
HTTP 500 in case an error occurs on server	

Additional Comments

5.2.8 Hold Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/holdCall	
Method: POST	
Description	
This service is provides hold call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : hold-call.xsd	
Request Payload sample	
<pre><ns2:HoldCall xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:callToBeHeld> <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID> </ns2:callToBeHeld> </ns2:HoldCall></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
HeldEvent	
Error Handling	
HTTP 500 in case an error occurs on server	
Additional Comments	

5.2.9 Make Call (Meet Me Conference Call)

URL Format & Method
URL: https://<server IP>:<server port>/inyama/service/callcontrol/makeCall
Method: POST
Description

This service is provides make call functionality. This service is also used for Meet-Me conferencing	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : make-call.xsd	
Request Payload sample	
<u>MakeCall sample for two party call</u> <pre> <ns2:MakeCall xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:callingDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</ns2:callingDevice> <ns2:calledDirectoryNumber typeOfNumber="dialingNumber">202</ns2:calledDirectoryNumber> <ns2:autoOriginate>doNotPrompt</ns2:autoOriginate> <ns2:correlatorData> <ns2:string>61356262613163622D623137342D343431642D383931342D31323534363 9343339646535</ns2:string> </ns2:correlatorData><ns2:mediaCallCharacteristics> <ns2:mediaClass> <ns2:voice>true</ns2:voice> </ns2:mediaClass> </ns2:mediaCallCharacteristics> <ns2:subjectOfCall></ns2:subjectOfCall> <ns2:extensions> <ns2:privateData> <ns2:private> <additionalInfo booleanFlag="true" intValue="0" stringData="EXTENDEDSEVICES"> <additionalCallRequestInfo> <cliDisplayNumber>ABC123</cliDisplayNumber> <withholdCli>true</withholdCli> </additionalCallRequestInfo> </additionalInfo> </ns2:private> </pre>	


```

    </ns2:privateData>
</ns2:extensions>
</ns2:MakeCall>

```

MakeCall sample for joining a Meet me conference

```

<ns3:MakeCall xmlns:ns14="http://callog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal"
xmlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.wstransfer"
xmlns:ns10="http://ccragent.common.avaya.com/"
xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns2="http://openapi.common.avaya.com/"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4">
  <ns3:callingDevice
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">302</ns3:callingDevice>
  <ns3:calledDirectoryNumber
typeOfNumber="dialingNumber">*99*99#</ns3:calledDirectoryNumber>
  <ns3:autoOriginate>doNotPrompt</ns3:autoOriginate>
  <ns3:correlatorData>
<ns3:string>37363333393962302D343365362D343033662D386535382D33636364633
8386666333637</ns3:string>
  </ns3:correlatorData>
  <ns3:mediaCallCharacteristics>
    <ns3:mediaClass>
      <ns3:voice>true</ns3:voice>
    </ns3:mediaClass>
  </ns3:mediaCallCharacteristics>
  <ns3:subjectOfCall></ns3:subjectOfCall>
</ns3:MakeCall>

```

Synchronous Response Payload Template

HTTP 202 Accepted

Asynchronous Responses

OriginatedEvent
 DeliveredEvent
 EstablishedEvent
 FailedEvent
 ConferencedEvent (In case of Meet-Me Conference)

Error Handling

HTTP 500 in case an error occurs on server

Additional Comments

1. CorrelatorData should be a unique number.
2. <cliDisplayNumber> value is the CLI of the calling party that will be displayed on the called party phone. This option is supported from Powered 3.0 FP4 / IPO 11.0 FP4.

3. <withholdCli> If this value is set to true then the CLI of the calling party is withheld.

5.2.10 Proxy Make Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/proxyMakeCall	
Method: POST	
Description	
This service is provides proxy make call functionality. This service is also used for Meet-Me conferencing	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : proxy-make-call.xsd	
Request Payload sample	
ProxyMakeCall sample for two party call <pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns2:ProxyMakeCall xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns12="http://recording.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns11="http://callog.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:targetDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">303</ns2:targetDevice> <ns2:callingDevice typeOfNumber="dialingNumber">303</ns2:callingDevice> <ns2:calledDirectoryNumber typeOfNumber="dialingNumber">301</ns2:calledDirectoryNumber> <ns2:autoOriginate>doNotPrompt</ns2:autoOriginate> <ns2:correlatorData> <ns2:string>63353162646564302D316434632D346333362D626239662D35656 2343232633435346461</ns2:string> </ns2:correlatorData> <ns2:mediaCallCharacteristics> <ns2:mediaClass> <ns2:voice>true</ns2:voice> </ns2:mediaClass> </ns2:mediaCallCharacteristics> <ns2:subjectOfCall></ns2:subjectOfCall> <ns2:extensions> <ns2:privateData></pre>	

```

        <ns2:private>
            <additionalInfo booleanFlag="true" intValue="0"
stringData="EXTENDEDSEVICES">
                <additionalCallRequestInfo>
                    <cliDisplayNumber>CTI-Display-Number-
***</cliDisplayNumber>
                    <withholdCli>true</withholdCli>
                </additionalCallRequestInfo>
            </additionalInfo>
        </ns2:private>
    </ns2:privateData>
</ns2:extensions>
</ns2:ProxyMakeCall>

```

MakeCall sample for joining a Meet me conference

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns2:ProxyMakeCall xmlns:ns2="http://www.ecma-international.org/standards/ecma-
323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns9="http://ccragent.common.avaya.com/"
xmlns:ns12="http://recording.common.avaya.com/"
xmlns:ns5="http://com.avaya.inkaba.dal"
xmlns:ns6="http://com.avaya.inkaba.wstransfer"
xmlns:ns10="http://voicemail.common.avaya.com/"
xmlns:ns7="http://com.avaya.common.csta.extended"
xmlns:ns11="http://callog.common.avaya.com/"
xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/">
    <ns2:targetDevice
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">303</ns2:targetDevice>
    <ns2:callingDevice typeOfNumber="dialingNumber">99</ns2:callingDevice>
    <ns2:calledDirectoryNumber
typeOfNumber="dialingNumber">301</ns2:calledDirectoryNumber>
    <ns2:autoOriginate>doNotPrompt</ns2:autoOriginate>
    <ns2:correlatorData>
        <ns2:string>63353162646564302D316434632D346333362D626239662D35656
2343232633435346461</ns2:string>
    </ns2:correlatorData>
    <ns2:mediaCallCharacteristics>
        <ns2:mediaClass>
            <ns2:voice>true</ns2:voice>
        </ns2:mediaClass>
    </ns2:mediaCallCharacteristics>
    <ns2:subjectOfCall></ns2:subjectOfCall>
    <ns2:requestForConference>true</ns2:requestForConference>
    <ns2:conferenceRequestOwner>true/false</ns2:conferenceRequestOwner>
</ns2:ProxyMakeCall>

```

Synchronous Response Payload Template

HTTP 202 Accepted

Asynchronous Responses

OriginatedEvent
DeliveredEvent
EstablishedEvent
FailedEvent
ConferencedEvent (In case of Meet-Me Conference)
Error Handling
HTTP 500 in case an error occurs on server
Additional Comments
1. <cliDisplayNumber> value is the CLI of the calling party that will be displayed on the called party phone. This option is supported from Powered 3.0 FP4 / IPO 11.0 FP4. 2. <withholdCli> If this value is set to true then the CLI of the calling party is withheld.

5.2.11 Park Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/parkCall	
Method: POST	
Description	
This service is provides park call functionality.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : park-call.xsd	
Request Payload sample	
<ns3:ParkCall xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:parking> <ns3:callID>e461fb50-373a-4386-8b76-02f88441f097</ns3:callID> </ns3:parking> <ns3:parkTo switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">1</ns3:parkTo> <ns3:subjectOfCall></ns3:subjectOfCall> </ns3:ParkCall>	
Synchronous Response Payload Template	
HTTP 202 Accepted	

Asynchronous Response Payload Template	
QueuedEvent ConnectionClearedEvent	
Error Handling	
HTTP 500 in case an error occurs on server	
Additional Comments	

5.2.12 Retrieve Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/retrieveCall Method: POST	
Description	
This service is provides retrieve call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : retrieve-call.xsd	
Request Payload Sample	
<pre><ns2:RetrieveCall xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:callToBeRetrieved> <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID> </ns2:callToBeRetrieved> </ns2:RetrieveCall></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
RetrievedEvent	
Error Handling	
HTTP 500 in case an error occurs on server	
Additional Comments	

5.2.13 Single Step Transfer Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/singleStepTransferCall	
Method: POST	
Description	
This service provides single step (blind) transfer call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer CSTA 323 4 th edition documentation for payload details	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
Refer CSTA 323 4 th edition documentation for payload details of the asynchronous event	
Error Handling	
Additional Comments	

5.2.14 Transfer Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/transferCall	
Method: POST	
Description	
This service provides supervised transfer call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : retrieve-call.xsd	
Request Payload sample	
<pre><ns3:TransferCall xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:heldCall></pre>	

<code><ns3:callID>b76e7c9a-9c0f-468f-a5e9-1b10dfac43cc</ns3:callID></code> <code></ns3:heldCall></code> <code><ns3:activeCall></code> <code> <ns3:callID>952f0017-e989-4a6d-a22d-1ac56adbb745</ns3:callID></code> <code></ns3:activeCall></code> <code></ns3:TransferCall></code>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
EstablishedEvent, ConnectionClearedEvent
Error Handling
HTTP 500 in case an error occurs on server
Additional Comments

5.2.15 Lock Conference

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/lockConference	
Method: POST	
Description	
This service is locks a conference	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Request Payload Sample	
<code><ns11:SetLockRequest xmlns:ns14="http://calllog.common.avaya.com/"</code> <code>xmlns:ns15="http://recording.common.avaya.com/"</code> <code>xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"</code> <code>xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"</code> <code>xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal"</code> <code>xmlns:ns13="http://voicemail.common.avaya.com/"</code> <code>xmlns:ns7="http://com.avaya.inkaba.wstransfer"</code> <code>xmlns:ns10="http://ccragent.common.avaya.com/"</code> <code>xmlns:ns8="http://com.avaya.common.csta.extended"</code> <code>xmlns:ns11="http://conferencing.common.avaya.com/"</code> <code>xmlns:ns2="http://openapi.common.avaya.com/"</code> <code>xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"</code> <code>xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"></code> <code> <confUniqueId>89b1db8b-7018-4654-9172-34317c600b30</confUniqueId></code> <code> <isConfLocked>true</isConfLocked></code> <code></ns11:SetLockRequest></code>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
ConferenceLockedEvent	
Error Handling	

HTTP 500 in case an error occurs on server
Additional Comments

5.2.16 Generate DTMF

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/generatedtmf	
Method: POST	
Description	
This service generates DTMF digits	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Request Payload Sample	
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns3:GenerateDigits xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:connectionToSendDigits> <ns3:callID>af266175-8888-40ea-b693-e587a31a5ee3</ns3:callID> </ns3:connectionToSendDigits> <ns3:digitMode>dtmf</ns3:digitMode> <ns3:charactersToSend> 333,333,39123,666,6633,3332232,9,333,333,39123,666,66333399621 112163-112196- </ns3:charactersToSend> </ns3:GenerateDigits></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
None	
Error Handling	
HTTP 500 in case an error occurs on server	
Additional Comments	

5.3 CallControl Services API Events Specifications

This section describes the Call Control Services Events

5.3.1 CSTA Extensions - Additional Info

Addition information for a CSTA event is provided through list of AdditionalInfo in the CSTA extensions.

The structure of the CSTA extensions in the xml payload is shown below

```
<ns2:extensions>
  <ns2:privateData>
    <ns2:private>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="N"
booleanFlag="true">
        <additionalInfoXXXXX>
          .
          .
        </additonalInfoXXXXX>
      </additionalInfo>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="N"
booleanFlag="true">
        <additionalInfoXXXXX>
          .
          .
        </additonalInfoXXXXX>
      </additionalInfo>
      .
    </ns2:private>
  </ns2:privateData>
</ns2:extensions>
```

Following are the AdditionalInfo types that are currently available

CALLRECORDING (intValue = 1)

Used for internal purposes.

RECORDINGMANUALLY (intValue = 2)

Used for internal purposes.

ISCONFERENCECALL (intValue=3)

Used for internal purposes.

ADDITIONALCALLINFO (intValue = 4)

Following information about the call is available in CalledPartyInfo and CallingPartyInfo

```
<ns3:extensions>
  <ns3:privateData>
    <ns3:private>
```

```

      .
      .
      <additionalInfo booleanFlag="true" intValue="4"
stringData="EXTENDEDSEVICES">
      <additionalCallInfo>
      <callingPartyInfo callerName="Uday" external="false" number="1201"/>
      <calledPartyInfo callerName="Aditya" external="false" number="1202"/>
      <callDuration>50</callDuration>
      </additionalCallInfo>
    </additionalInfo>
    .
    .
  </ns3:private>
</ns3:privateData>

```

ADDITIONALCONFERENCEINFO (intValue =5)

Following information about the conference is available in AdditionalConferenceInfo and ConferenceParticipantInfo

```

  <ns3:extensions>
  <ns3:privateData>
    <ns3:string>74727565</ns3:string>
    <ns3:private>
      <additionalInfo booleanFlag="true" intValue="5"
stringData="EXTENDEDSEVICES">
        <additionalConferenceInfo>
          <participants callState="ACTIVE" isExternal="false" isOnHook="true"
participantFullName="John D" participantId="uzwoAFjVEdimDgDgBwVP6w=="
participantName="John" participantNumber="1201
"/>
          <participants callState="ACTIVE" isExternal="false" isOnHook="true"
participantFullName="Jane C" participantId="uzwoAFjVEdimEADgBwVP6w=="
participantName="Jane" participantNumber="1202"/>
        </additionalConferenceInfo>
      </additionalInfo>
      <additionalInfo booleanFlag="true" intValue="6"
stringData="EXTENDEDSEVICES">
        <additionalEventInfo timestamp="1355130168127"/>
      </additionalInfo>
    </ns3:private>
  </ns3:privateData>
</ns3:extensions>

```

ADDITIONALEVENTINFO (intValue = 6)

Following information about the conference is available in AdditionalEventInfo

```

  <ns3:extensions>
  <ns3:privateData>
    <ns3:private>
      .
    
```

```

        .
        <additionalInfo booleanFlag="true" intValue="6"
stringData="EXTENDEDSEVICES">
        <additionalEventInfo timestamp="1355129111283"/>
        </additionalInfo>
    </ns3:private>
    .
    .
    </ns3:privateData>

```

ADDITIONALUSERINFO (intValue = 7)

Following information about the conference is available in AdditionalUserInfo

```

<ns3:extensions>
<ns3:privateData>
    <ns3:string>3131312E3131312E3131312E313131</ns3:string>
    <ns3:private>
        .
        .
        <additionalInfo booleanFlag="true" intValue="6"
stringData="EXTENDEDSEVICES">
        <additionalEventInfo timestamp="1355129344502"/>
        </additionalInfo>
        <additionalInfo booleanFlag="true" intValue="7"
stringData="EXTENDEDSEVICES">
        <additionalUserInfo fullname="John Doe" physicalExtension="1201"
userExtension="1201" username="John"/>
        </additionalInfo>
        .
        .
    </ns3:private>
</ns3:privateData>
</ns3:extensions>

```

Note on processing of AdditionalInfo – None, One or more than one AdditionalInfo can be present in the Event. The order or the position of a particular AdditionalInfo is not fixed. Therefore while processing the AdditionalInfo no assumptions should be made regarding the order or position of AdditionalInfo.

5.3.2 Conferenced Event

Description
This event is delivered whenever a Conference is created and changes occur to the Conference
Payload Xsd template
Refer Appendix : conferenced-event.xsd
Payload Sample
ConferencedEvents are delivered as and when the conference participants are changed.
<u>Conference is created</u>

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:Events clientSessionId="f6661a02-63f3-4820-aa79-5b7349534fc4"
xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns17="http://callog.common.avaya.com/"
xmlns:ns14="http://conferencing.common.avaya.com/"
xmlns:ns15="http://groups.system.common.avaya.com"
xmlns:ns18="http://recording.common.avaya.com/"
xmlns:ns9="http://com.avaya.common.csta.extended"
xmlns:ns5="http://conferencing.avaya.com/" xmlns:ns12="http://voicemail.avaya.com/"
xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://ccragent.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.dal"
xmlns:ns10="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns8="http://com.avaya.inkaba.wstransfer"
xmlns:ns11="http://voicemail.common.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://openapi.common.avaya.com/">
  <ns3:Event device="conference">
    <ns2:ConferencedEvent>
      <ns2:monitorCrossRefID>03747367-1976-4c27-b560-
dcf9bf3f7dbe</ns2:monitorCrossRefID>
      <ns2:primaryOldCall>
        <ns2:callID/>
      </ns2:primaryOldCall>
      <ns2:secondaryOldCall>
        <ns2:callID/>
      </ns2:secondaryOldCall>
      <ns2:conferencingDevice>
        <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3132372E302E302E31">1002</ns2:deviceI
dentifier>
        </ns2:conferencingDevice>
        <ns2:addedParty>
          <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3132372E302E302E31"
connectionRate="0"/>
          </ns2:addedParty>
          <ns2:conferenceConnections>
            <ns2:connectionListItem>
              <ns2:newConnection>
                <ns2:callID>2iGzAMPFEed+AmABQVqk1zw==</ns2:callID>
              </ns2:newConnection>
              <ns2:endpoint>
                <ns2:deviceId>1002</ns2:deviceId>
              </ns2:endpoint>
              <ns2:resultingConnectionInfo>
                <ns2:flowDirection>transmitAndReceive</ns2:flowDirection>
                <ns2:mediaSessionInfo>chavans</ns2:mediaSessionInfo>
            </ns2:connectionListItem>
          </ns2:conferenceConnections>
        </ns2:addedParty>
      </ns2:conferencingDevice>
    </ns2:ConferencedEvent>
  </ns3:Event>

```

```

    </ns2:resultingConnectionInfo>
  </ns2:connectionListItem>
  <ns2:connectionListItem>
    <ns2:newConnection>
      <ns2:callID>602a4a33-4c9e-4791-90a3-8c1859910917</ns2:callID>
    </ns2:newConnection>
    <ns2:endpoint>
      <ns2:deviceId>123456</ns2:deviceId>
    </ns2:endpoint>
    <ns2:resultingConnectionInfo>
      <ns2:flowDirection>transmitAndReceive</ns2:flowDirection>
    </ns2:resultingConnectionInfo>
  </ns2:connectionListItem>
  <ns2:connectionListItem>
    <ns2:newConnection>
      <ns2:callID>mSmpgMPFEEd+AaQBQVqk1zw==</ns2:callID>
    </ns2:newConnection>
    <ns2:endpoint>
      <ns2:deviceId>1001</ns2:deviceId>
    </ns2:endpoint>
    <ns2:resultingConnectionInfo>
      <ns2:flowDirection>transmitAndReceive</ns2:flowDirection>
      <ns2:mediaSessionInfo>charu</ns2:mediaSessionInfo>
    </ns2:resultingConnectionInfo>
  </ns2:connectionListItem>
</ns2:conferenceConnections>
<ns2:localConnectionInfo>connected</ns2:localConnectionInfo>
<ns2:correlatorData>

<ns2:string>35616266636462392D613433302D346130382D613333322D65656639616
5373732336537</ns2:string>
  </ns2:correlatorData>
  <ns2:userData>
    <ns2:string>436F6E6620313030</ns2:string>
  </ns2:userData>
  <ns2:cause>conference</ns2:cause>
  <ns2:servicesPermitted/>
  <ns2:languagePreferences>3:0</ns2:languagePreferences>
  <ns2:extensions>
    <ns2:privateData>
      <ns2:string>66616C7365</ns2:string>
    </ns2:private>
    <additionalInfo stringData="EXTENDEDSEVICES" intValue="5"
booleanFlag="true">
      <additionalConferenceInfo>
        <participants isOnHook="true" callState="ACTIVE" isExternal="false"
participantFullName="Charudatta Brahme" participantName="charu"
participantNumber="1001" participantId="mSmpgMPFEEd+AaQBQVqk1zw==">
          <otherEndAnonymousType>None</otherEndAnonymousType>
        </participants>
        <participants isOnHook="true" callState="ACTIVE" isExternal="false"

```

```

participantFullName="Sachin Chavan" participantName="chavans"
participantNumber="1002" participantId="2iGzAMPFE+AmABQVqk1zw==">
  <otherEndAnonymousType>None</otherEndAnonymousType>
</participants>
  <participants isOnHook="true" callState="ACTIVE" isExternal="true"
participantName="123456" participantNumber="123456" participantId="602a4a33-4c9e-
4791-90a3-8c1859910917">
  <otherEndAnonymousType>None</otherEndAnonymousType>
</participants>
</additionalConferenceInfo>
</additionalInfo>
  <additionalInfo stringData="EXTENDEDSEVICES" intValue="6"
booleanFlag="true">
  <additionalEventInfo zone="+5:30" timestamp="1486751630312"/>
</additionalInfo>
</ns2:private>
</ns2:privateData>
</ns2:extensions>
</ns2:ConferencedEvent>
</ns3:Event>
</ns3:Events>

```

Participant dropped from conference

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:Events clientSessionId="f6661a02-63f3-4820-aa79-5b7349534fc4"
xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns17="http://calllog.common.avaya.com/"
xmlns:ns14="http://conferencing.common.avaya.com/"
xmlns:ns15="http://groups.system.common.avaya.com/"
xmlns:ns18="http://recording.common.avaya.com/"
xmlns:ns9="http://com.avaya.common.csta.extended"
xmlns:ns5="http://conferencing.avaya.com/" xmlns:ns12="http://voicemail.avaya.com/"
xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://ccragent.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.dal"
xmlns:ns10="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns8="http://com.avaya.inkaba.wstransfer"
xmlns:ns11="http://voicemail.common.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://openapi.common.avaya.com/">
  <ns3:Event device="conference">
    <ns2:ConferencedEvent>
      <ns2:monitorCrossRefID>03747367-1976-4c27-b560-
dcf9bf3f7dbe</ns2:monitorCrossRefID>
      <ns2:primaryOldCall>
        <ns2:callID/>
      </ns2:primaryOldCall>
      <ns2:secondaryOldCall>

```

```

    <ns2:callID/>
  </ns2:secondaryOldCall>
  <ns2:conferencingDevice>
    <ns2:deviceIdentifier
switchingSubDomainInformationElements="3132372E302E302E31">1002</ns2:deviceI
dentifier>
    </ns2:conferencingDevice>
    <ns2:addedParty>
      <ns2:deviceIdentifier
switchingSubDomainInformationElements="3132372E302E302E31"
connectionRate="0"/>
    </ns2:addedParty>
    <ns2:conferenceConnections>
      <ns2:connectionListItem>
        <ns2:newConnection>
          <ns2:callID>602a4a33-4c9e-4791-90a3-8c1859910917</ns2:callID>
        </ns2:newConnection>
        <ns2:oldConnection>
          <ns2:callID>127.0.0.1-Conf 100</ns2:callID>
        </ns2:oldConnection>
        <ns2:endpoint>
          <ns2:deviceId>123456</ns2:deviceId>
        </ns2:endpoint>
        <ns2:resultingConnectionInfo>
          <ns2:flowDirection>none</ns2:flowDirection>
        </ns2:resultingConnectionInfo>
      </ns2:connectionListItem>
    </ns2:conferenceConnections>
    <ns2:localConnectionInfo>connected</ns2:localConnectionInfo>
    <ns2:correlatorData>

<ns2:string>35616266636462392D613433302D346130382D613333322D656566639616
5373732336537</ns2:string>
    </ns2:correlatorData>
    <ns2:userData>
      <ns2:string>436F6E6620313030</ns2:string>
    </ns2:userData>
    <ns2:cause>conference</ns2:cause>
    <ns2:servicesPermitted/>
    <ns2:languagePreferences>2:1</ns2:languagePreferences>
    <ns2:extensions>
      <ns2:privateData>
        <ns2:string>66616C7365</ns2:string>
      </ns2:private>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="5"
booleanFlag="true">
        <additionalConferenceInfo>
          <participants isOnHook="true" callState="ACTIVE" isExternal="true"
participantName="123456" participantNumber="123456" participantId="602a4a33-4c9e-
4791-90a3-8c1859910917">
            <otherEndAnonymousType>None</otherEndAnonymousType>

```

```

        </participants>
      </additionalConferenceInfo>
    </additionalInfo>
    <additionalInfo stringData="EXTENDEDSEVICES" intValue="6"
booleanFlag="true">
      <additionalEventInfo zone="+5:30" timestamp="1486751840172"/>
    </additionalInfo>
  </ns2:private>
</ns2:privateData>
</ns2:extensions>
</ns2:ConferencedEvent>
</ns3:Event>
</ns3:Events>

```

Participant is added to the conference

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:Events clientSessionId="97bc21-5a39-4404-bc0d-f70bb9d3c234"
xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns17="http://calllog.common.avaya.com/"
xmlns:ns14="http://conferencing.common.avaya.com/"
xmlns:ns15="http://groups.system.common.avaya.com"
xmlns:ns18="http://recording.common.avaya.com/"
xmlns:ns9="http://com.avaya.common.csta.extended"
xmlns:ns5="http://conferencing.avaya.com/" xmlns:ns12="http://voicemail.avaya.com/"
xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://ccragent.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.dal"
xmlns:ns10="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns8="http://com.avaya.inkaba.wstransfer"
xmlns:ns11="http://voicemail.common.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://openapi.common.avaya.com/">
  <ns3:Event device="conference">
    <ns2:ConferencedEvent>
      <ns2:monitorCrossRefID>70a3438d-c5d8-41e8-beda-
bc7a81ec42ab</ns2:monitorCrossRefID>
      <ns2:primaryOldCall>
        <ns2:callID/>
      </ns2:primaryOldCall>
      <ns2:secondaryOldCall>
        <ns2:callID/>
      </ns2:secondaryOldCall>
      <ns2:conferencingDevice>
        <ns2:deviceIdentifier
switchingSubDomainInformationElements="3132372E302E302E31">1002</ns2:deviceI
dentifier>
      </ns2:conferencingDevice>
    </ns2:ConferencedEvent>
  </ns3:Event>
</ns3:Events>

```



```

<ns2:addedParty>
  <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3132372E302E302E31"
connectionRate="0"/>
</ns2:addedParty>
<ns2:conferenceConnections>
  <ns2:connectionListItem>
    <ns2:newConnection>
      <ns2:callID>AEeDAMPGE+A0gBQVqk1zw==</ns2:callID>
    </ns2:newConnection>
    <ns2:endpoint>
      <ns2:deviceId>1003</ns2:deviceId>
    </ns2:endpoint>
    <ns2:resultingConnectionInfo>
      <ns2:flowDirection>transmitAndReceive</ns2:flowDirection>
      <ns2:mediaSessionInfo>arokde</ns2:mediaSessionInfo>
    </ns2:resultingConnectionInfo>
  </ns2:connectionListItem>
</ns2:conferenceConnections>
<ns2:localConnectionInfo>connected</ns2:localConnectionInfo>
<ns2:correlatorData>

<ns2:string>30333432613263612D323865662D346533302D393831382D64343336336
2353862386539</ns2:string>
</ns2:correlatorData>
<ns2:userData>
  <ns2:string>436F6E6620313030</ns2:string>
</ns2:userData>
<ns2:cause>conference</ns2:cause>
<ns2:servicesPermitted/>
<ns2:languagePreferences>3:1</ns2:languagePreferences>
<ns2:extensions>
  <ns2:privateData>
    <ns2:string>66616C7365</ns2:string>
    <ns2:private>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="5"
booleanFlag="true">
        <additionalConferenceInfo>
          <participants isOnHook="true" callState="ACTIVE" isExternal="false"
participantFullName="Amey Rokde" participantName="arokde"
participantNumber="1003" participantId="AEeDAMPGE+A0gBQVqk1zw==">
            <otherEndAnonymousType>None</otherEndAnonymousType>
          </participants>
        </additionalConferenceInfo>
      </additionalInfo>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="6"
booleanFlag="true">
        <additionalEventInfo zone="+5:30" timestamp="1486752757522"/>
      </additionalInfo>
    </ns2:private>
  </ns2:privateData>

```

```

    </ns2:extensions>
  </ns2:ConferencedEvent>
</ns3:Event>
</ns3:Events>

```

Conferenced is dropped

When the conference ends the ConferencedEvent will have empty conferenceConnections. All subsequent ConferencedEvent for the conference should be ignored.

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:Events clientSessionId="97bcd21-5a39-4404-bc0d-f70bb9d3c234"
xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns17="http://calllog.common.avaya.com/"
xmlns:ns14="http://conferencing.common.avaya.com/"
xmlns:ns15="http://groups.system.common.avaya.com"
xmlns:ns18="http://recording.common.avaya.com/"
xmlns:ns9="http://com.avaya.common.csta.extended"
xmlns:ns5="http://conferencing.avaya.com/" xmlns:ns12="http://voicemail.avaya.com/"
xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://ccragent.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.dal"
xmlns:ns10="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns8="http://com.avaya.inkaba.wstransfer"
xmlns:ns11="http://voicemail.common.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://openapi.common.avaya.com/">
  <ns3:Event device="conference">
    <ns2:ConferencedEvent>
      <ns2:monitorCrossRefID>70a3438d-c5d8-41e8-beda-
bc7a81ec42ab</ns2:monitorCrossRefID>
      <ns2:primaryOldCall>
        <ns2:callID/>
      </ns2:primaryOldCall>
      <ns2:secondaryOldCall>
        <ns2:callID/>
      </ns2:secondaryOldCall>
      <ns2:conferencingDevice>
        <ns2:deviceIdIdentifier switchingSubDomainInformationElements=""/>
      </ns2:conferencingDevice>
      <ns2:addedParty>
        <ns2:deviceIdIdentifier switchingSubDomainInformationElements=""
connectionRate="-1"/>
      </ns2:addedParty>
      <ns2:localConnectionInfo>null</ns2:localConnectionInfo>
      <ns2:correlatorData>

<ns2:string>30333432613263612D323865662D346533302D393831382D64343336336

```

```

2353862386539</ns2:string>
  </ns2:correlatorData>
  <ns2:userData>
    <ns2:string>436F6E6620313030</ns2:string>
  </ns2:userData>
  <ns2:cause>conference</ns2:cause>
  <ns2:servicesPermitted/>
  <ns2:extensions>
    <ns2:privateData>
      <ns2:string>66616C7365</ns2:string>
    </ns2:private>
    <additionalInfo stringData="EXTENDEDSEVICES" intValue="5"
booleanFlag="true">
      <additionalConferenceInfo>
        <participants isOnHook="true" callState="ACTIVE" isExternal="false"
participantFullName="Charudatta Brahme" participantName="1001"
participantNumber="1001" participantId="mSmpgMPFEd+AaQBQVqk1zw==">
          <otherEndAnonymousType>None</otherEndAnonymousType>
        </participants>
        <participants isOnHook="true" callState="ACTIVE" isExternal="false"
participantFullName="Sachin Chavan" participantName="1002"
participantNumber="1002" participantId="2iGzAMPFEd+AmABQVqk1zw==">
          <otherEndAnonymousType>None</otherEndAnonymousType>
        </participants>
        <participants isOnHook="true" callState="ACTIVE" isExternal="false"
participantFullName="Amey Rokde" participantName="1003" participantNumber="1003"
participantId="AEeDAMPGEEd+A0gBQVqk1zw==">
          <otherEndAnonymousType>None</otherEndAnonymousType>
        </participants>
      </additionalConferenceInfo>
    </additionalInfo>
    <additionalInfo stringData="EXTENDEDSEVICES" intValue="6"
booleanFlag="true">
      <additionalEventInfo zone="+5:30" timestamp="1486752842987"/>
    </additionalInfo>
  </ns2:private>
</ns2:privateData>
</ns2:extensions>
</ns2:ConferencedEvent>
</ns3:Event>
</ns3:Events>

```

Additional Comments

- 1) <correlatorData> has the conference Id in bytes.
- 2) <CallId> has the participant id
- 3) Whether a participant has joined or left the conference can be identified by using the <conference connections> element list. Any connection that has <flowDirection>none</flowDirection> has been dropped from the conference.

5.3.3 Connection Cleared Event (Two Party Call)

Description
This event is delivered when a call is ended.
Payload Xsd template
Refer Appendix : connection-cleared-event.xsd
Payload Sample
<pre> <ns2:ConnectionClearedEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:monitorCrossRefID>06ea0706-2f30-49e3-9adb- 0e7bce39f2b8</ns2:monitorCrossRefID> <ns2:droppedConnection> <ns2:callID>a5bba1cb-b174-441d-8914- 125469439de5</ns2:callID> </ns2:droppedConnection> <ns2:releasingDevice> <ns2:deviceIdIdentifier switchingSubDomainInformationElements="3134382E3134372E3230362E313830" connectionRate="82" typeOfNumber="dialingNumber">201</ns2:deviceIdIdentifier></ns2:releasingDevice> <ns2:localConnectionInfo>null</ns2:localConnectionInfo> <ns2:cause>normal</ns2:cause> <ns2:servicesPermitted><ns2:callControlServices> <ns2:acceptCall>false</ns2:acceptCall> <ns2:alternateCall>false</ns2:alternateCall> <ns2:answerCall>false</ns2:answerCall> <ns2:callBack>false</ns2:callBack> <ns2:callBackMessage>false</ns2:callBackMessage> <ns2:campOnCall>false</ns2:campOnCall> <ns2:clearCall>false</ns2:clearCall> <ns2:clearConnection>false</ns2:clearConnection> <ns2:conferenceCall>false</ns2:conferenceCall> <ns2:consultationCall>false</ns2:consultationCall> <ns2:deflectCall>false</ns2:deflectCall> <ns2:dialDigits>false</ns2:dialDigits> <ns2:groupPickupCall>false</ns2:groupPickupCall> <ns2:holdCall>false</ns2:holdCall> <ns2:intrudeCall>false</ns2:intrudeCall> <ns2:joinCall>false</ns2:joinCall> </pre>

<pre> <ns2:makeCall>false</ns2:makeCall> <ns2:makePredictiveCall>false</ns2:makePredictiveCall> <ns2:parkCall>false</ns2:parkCall> <ns2:reconnectCall>false</ns2:reconnectCall> <ns2:retrieveCall>false</ns2:retrieveCall> <ns2:sendMessage>false</ns2:sendMessage> <ns2:singleStepConference>false</ns2:singleStepConference> <ns2:singleStepTransfer>false</ns2:singleStepTransfer> <ns2:transferCall>false</ns2:transferCall> </ns2:callControlServices> </ns2:servicesPermitted> <ns2:callLinkageData> <ns2:globalCallData> <ns2:globalCallSwitchingSubDomainName>148.147.206.180</ns2:globalCallSwi tchingSubDomainName> <ns2:globalCallLinkageID> <ns2:subDomainCallLinkageID></ns2:subDomainCallLinkageID> </ns2:globalCallLinkageID> </ns2:globalCallData> </ns2:callLinkageData> </ns2:ConnectionClearedEvent> </pre>
Additional Comments
<ns2:cause>normal</ns2:cause> element has the cause for the call termination

5.3.4 Connection Cleared Event (Conference Participant Dropped)

Description
This event is delivered when a participant drops from conference call.
Payload Xsd template
Refer Appendix : connection-cleared-event.xsd
Payload Sample
<pre> <ns3:ConnectionClearedEvent xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:monitorCrossRefID>eb2e4534-abcc-420a-8832- ee44326a2342</ns3:monitorCrossRefID> </pre>

```

<ns3:droppedConnection>
  <ns3:callID>763399b0-43e6-403f-8e58-3ccdc88ff367</ns3:callID>
</ns3:droppedConnection>
<ns3:releasingDevice>
  <ns3:deviceIdIdentifier
switchingSubDomainInformationElements="45787465726E616C" connectionRate="3"
typeOfNumber="dialingNumber">148.147.206.180-Conf 99 303</ns3:deviceIdIdentifier>
</ns3:releasingDevice>
<ns3:localConnectionInfo>null</ns3:localConnectionInfo>
<ns3:cause>normal</ns3:cause>
<ns3:servicesPermitted>
  <ns3:callControlServices>
    <ns3:acceptCall>false</ns3:acceptCall>
    <ns3:alternateCall>false</ns3:alternateCall>
    <ns3:answerCall>false</ns3:answerCall>
    <ns3:callBack>false</ns3:callBack>
    <ns3:callBackMessage>false</ns3:callBackMessage>
    <ns3:campOnCall>false</ns3:campOnCall>
    <ns3:clearCall>false</ns3:clearCall>
    <ns3:clearConnection>false</ns3:clearConnection>
    <ns3:conferenceCall>false</ns3:conferenceCall>
    <ns3:consultationCall>false</ns3:consultationCall>
    <ns3:deflectCall>false</ns3:deflectCall>
    <ns3:dialDigits>false</ns3:dialDigits>
    <ns3:groupPickupCall>false</ns3:groupPickupCall>
    <ns3:holdCall>false</ns3:holdCall>
    <ns3:intrudeCall>false</ns3:intrudeCall>
    <ns3:joinCall>false</ns3:joinCall>
    <ns3:makeCall>false</ns3:makeCall>
    <ns3:makePredictiveCall>false</ns3:makePredictiveCall>
    <ns3:parkCall>false</ns3:parkCall>
    <ns3:reconnectCall>false</ns3:reconnectCall>
    <ns3:retrieveCall>false</ns3:retrieveCall>
    <ns3:sendMessage>false</ns3:sendMessage>
    <ns3:singleStepConference>false</ns3:singleStepConference>
    <ns3:singleStepTransfer>false</ns3:singleStepTransfer>
    <ns3:transferCall>false</ns3:transferCall>
  </ns3:callControlServices>
</ns3:servicesPermitted>
<ns3:callLinkageData>
  <ns3:globalCallData>

<ns3:globalCallSwitchingSubDomainName>148.147.206.180</ns3:globalCallSwitchingS
ubDomainName>
  <ns3:globalCallLinkageID>
    <ns3:subDomainCallLinkageID>148.147.206.180-Conf
99</ns3:subDomainCallLinkageID>
  </ns3:globalCallLinkageID>
</ns3:globalCallData>
</ns3:callLinkageData>
</ns3:ConnectionClearedEvent>

```

Additional Comments
<ns2:cause>normal</ns2:cause> element has the cause for the call termination

5.3.5 Delivered Event

Description
This event is delivered when a call is delivered.
Payload Xsd template
Refer Appendix : delivered-event.xsd
Payload Sample
<pre> <ns2:DeliveredEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://callog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:monitorCrossRefID>06ea0706-2f30-49e3-9adb- 0e7bce39f2b8</ns2:monitorCrossRefID> <ns2:connection> <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID> </ns2:connection> <ns2:alertingDevice><ns2:deviceIdIdentifier switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">202</ns2:deviceIdIdentifier></ns2:alertingDevice> <ns2:callingDevice><ns2:deviceIdIdentifier switchingSubDomainInformationElements="3134382E3134372E3230362E313830" switchingSubDomainCCIEType="other" typeOfNumber="dialingNumber">201</ns2:deviceIdIdentifier></ns2:callingDevice> <ns2:calledDevice><ns2:deviceIdIdentifier typeOfNumber="dialingNumber">202</ns2:deviceIdIdentifier></ns2:calledDevice> <ns2:lastRedirectionDevice> <ns2:numberDialed typeOfNumber="dialingNumber"></ns2:numberDialed> </ns2:lastRedirectionDevice> <ns2:localConnectionInfo>connected</ns2:localConnectionInfo> <ns2:userData><ns2:string>4578746E323032</ns2:string></ns2:userData> <ns2:cause>normal</ns2:cause> <ns2:servicesPermitted> <ns2:callControlServices> <ns2:acceptCall>false</ns2:acceptCall> <ns2:alternateCall>false</ns2:alternateCall> <ns2:answerCall>false</ns2:answerCall> <ns2:callBack>false</ns2:callBack> <ns2:callBackMessage>false</ns2:callBackMessage> </pre>

<pre> <ns2:campOnCall>false</ns2:campOnCall> <ns2:clearCall>false</ns2:clearCall> <ns2:clearConnection>true</ns2:clearConnection> <ns2:conferenceCall>false</ns2:conferenceCall> <ns2:consultationCall>false</ns2:consultationCall> <ns2:deflectCall>false</ns2:deflectCall> <ns2:dialDigits>false</ns2:dialDigits> <ns2:groupPickupCall>false</ns2:groupPickupCall> <ns2:holdCall>false</ns2:holdCall> <ns2:intrudeCall>false</ns2:intrudeCall> <ns2:joinCall>false</ns2:joinCall> <ns2:makeCall>false</ns2:makeCall> <ns2:makePredictiveCall>false</ns2:makePredictiveCall> <ns2:parkCall>false</ns2:parkCall> <ns2:reconnectCall>false</ns2:reconnectCall> <ns2:retrieveCall>false</ns2:retrieveCall> <ns2:sendMessage>false</ns2:sendMessage> <ns2:singleStepConference>false</ns2:singleStepConference> <ns2:singleStepTransfer>false</ns2:singleStepTransfer> <ns2:transferCall>true</ns2:transferCall> </ns2:callControlServices> </ns2:servicesPermitted> <ns2:mediaCallCharacteristics> <ns2:mediaClass> <ns2:audio>true</ns2:audio> <ns2:chat>false</ns2:chat> </ns2:mediaClass> </ns2:mediaCallCharacteristics> <ns2:callLinkageData> <ns2:globalCallData> <ns2:globalCallSwitchingSubDomainName>148.147.206.180</ns2:globalCallSwitchingSubDomainName> <ns2:globalCallLinkageID> <ns2:globallyUniqueCallLinkageID>a5bba1cb-b174-441d-8914-125469439de5</ns2:globallyUniqueCallLinkageID> </ns2:globalCallLinkageID></ns2:globalCallData> </ns2:callLinkageData> <ns2:subjectOfCall></ns2:subjectOfCall> </ns2:DeliveredEvent> </pre>
Additional Comments
<ns2:cause>normal</ns2:cause> element has the cause for the call ringing

5.3.6 EstablishedEvent

Description
This event is delivered when a call is established.
Payload Xsd template
Refer Appendix : established-event.xsd

Payload Sample

```

<ns2:EstablishedEvent xmlns:ns14="http://recording.common.avaya.com/"
xmlns:ns9="http://ccragent.common.avaya.com/"
xmlns:ns5="http://com.avaya.inkaba.dal"
xmlns:ns12="http://voicemail.common.avaya.com/"
xmlns:ns6="http://com.avaya.inkaba.wstransfer"
xmlns:ns13="http://callog.common.avaya.com/"
xmlns:ns7="http://com.avaya.common.csta.extended"
xmlns:ns10="http://conferencing.common.avaya.com/"
xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <ns2:monitorCrossRefID>0614bd4c-ffdc-47b0-a7e1-
21ca825c2569</ns2:monitorCrossRefID>
  <ns2:establishedConnection>
    <ns2:callID>195c1046-1702-475f-892d-ef11ef0606fc</ns2:callID>
  </ns2:establishedConnection>
  <ns2:answeringDevice>
    <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">201</ns2:deviceIdIdentifier>
  </ns2:answeringDevice>
  <ns2:callingDevice>
    <ns2:deviceIdIdentifier switchingSubDomainCCIEType="other"
typeOfNumber="dialingNumber">201</ns2:deviceIdIdentifier>
  </ns2:callingDevice>
  <ns2:calledDevice>
    <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
switchingSubDomainCCIEType="other">202</ns2:deviceIdIdentifier>
  </ns2:calledDevice>
  <ns2:lastRedirectionDevice>
    <ns2:numberDialed
typeOfNumber="dialingNumber"></ns2:numberDialed></ns2:lastRedirectionDevice>
  <ns2:localConnectionInfo>connected</ns2:localConnectionInfo>
  <ns2:userData>
    <ns2:string>4578746E323031</ns2:string>
  </ns2:userData>
  <ns2:cause>normal</ns2:cause>
  <ns2:servicesPermitted>
    <ns2:callControlServices>
      <ns2:acceptCall>false</ns2:acceptCall>
      <ns2:alternateCall>true</ns2:alternateCall>
      <ns2:answerCall>false</ns2:answerCall>
      <ns2:callBack>false</ns2:callBack>
      <ns2:callBackMessage>false</ns2:callBackMessage>
      <ns2:campOnCall>false</ns2:campOnCall>
      <ns2:clearCall>false</ns2:clearCall>
      <ns2:clearConnection>true</ns2:clearConnection>
    </ns2:callControlServices>
  </ns2:servicesPermitted>
</ns2:EstablishedEvent>

```

```

    <ns2:conferenceCall>false</ns2:conferenceCall>
    <ns2:consultationCall>true</ns2:consultationCall>
    <ns2:deflectCall>false</ns2:deflectCall>
    <ns2:dialDigits>false</ns2:dialDigits>
    <ns2:groupPickupCall>false</ns2:groupPickupCall>
    <ns2:holdCall>true</ns2:holdCall>
    <ns2:intrudeCall>false</ns2:intrudeCall>
    <ns2:joinCall>false</ns2:joinCall>
    <ns2:makeCall>false</ns2:makeCall>
    <ns2:makePredictiveCall>false</ns2:makePredictiveCall>
    <ns2:parkCall>true</ns2:parkCall>
    <ns2:reconnectCall>false</ns2:reconnectCall>
    <ns2:retrieveCall>false</ns2:retrieveCall>
    <ns2:sendMessage>false</ns2:sendMessage>
    <ns2:singleStepConference>true</ns2:singleStepConference>
    <ns2:singleStepTransfer>true</ns2:singleStepTransfer>
    <ns2:transferCall>true</ns2:transferCall>
  </ns2:callControlServices>
</ns2:servicesPermitted>
<ns2:mediaCallCharacteristics>
  <ns2:mediaClass>
    <ns2:audio>true</ns2:audio>
    <ns2:chat>false</ns2:chat>
  </ns2:mediaClass>
</ns2:mediaCallCharacteristics>
<ns2:callCharacteristics>
  <ns2:voiceUnitCall>false</ns2:voiceUnitCall>
</ns2:callCharacteristics>
<ns2:establishedConnectionInfo>
  <ns2:flowDirection>transmitAndReceive</ns2:flowDirection>
</ns2:establishedConnectionInfo>
<ns2:callLinkageData>
  <ns2:globalCallData>

<ns2:globalCallSwitchingSubDomainName>148.147.206.180</ns2:globalCallSwitchingSubDomainName>
  <ns2:globalCallLinkageID>
    <ns2:globallyUniqueCallLinkageID>195c1046-1702-475f-892d-ef11ef0606fc</ns2:globallyUniqueCallLinkageID>
  </ns2:globalCallLinkageID>
</ns2:globalCallData>
</ns2:callLinkageData>
<ns2:subjectOfCall></ns2:subjectOfCall>
<ns2:extensions>
  <ns2:privateData>
    <ns2:private>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="1" booleanFlag="true"/>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="2" booleanFlag="false"/>
      <additionalInfo stringData="EXTENDEDSEVICES" intValue="3"

```

```

booleanFlag="false"/>
    </ns2:private>
  </ns2:privateData>
</ns2:extensions>
</ns2:EstablishedEvent>

```

Additional Comments

<ns2:cause>normal</ns2:cause> element has the cause for the call establishing

5.3.7 Failed Event

Description

This event is delivered when a call fails.

Payload Xsd template

Refer Appendix : failed-event.xsd

Payload Sample

```

<ns3:FailedEvent>
  <ns3:monitorCrossRefID>72d0ed18-1622-44d6-b3be-
735600bd8717</ns3:monitorCrossRefID>
  <ns3:failedConnetion>
    <ns3:callID>f628829f-d1dd-47cb-b743-619ceceac51c</ns3:callID>
  </ns3:failedConnection>
  <ns3:failingDevice>
    <ns3:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber"></ns3:deviceIdIdentifier>
    </ns3:failingDevice>
  <ns3:callingDevice>
    <ns3:deviceIdIdentifier
typeOfNumber="dialingNumber">201</ns3:deviceIdIdentifier>
    </ns3:callingDevice>
  <ns3:calledDevice>
    <ns3:deviceIdIdentifier typeOfNumber="dialingNumber"></ns3:deviceIdIdentifier>
  </ns3:calledDevice>
  <ns3:localConnectionInfo>connected</ns3:localConnectionInfo>
  <ns3:cause>normal</ns3:cause>
  <ns3:servicesPermitted>
    <ns3:callControlServices>
      <ns3:acceptCall>false</ns3:acceptCall>
      <ns3:alternateCall>false</ns3:alternateCall>
      <ns3:answerCall>false</ns3:answerCall>
      <ns3:callBack>false</ns3:callBack>
      <ns3:callBackMessage>false</ns3:callBackMessage>
      <ns3:campOnCall>false</ns3:campOnCall>
      <ns3:clearCall>false</ns3:clearCall>
      <ns3:clearConnection>false</ns3:clearConnection>
      <ns3:conferenceCall>false</ns3:conferenceCall>
      <ns3:consultationCall>false</ns3:consultationCall>
      <ns3:deflectCall>false</ns3:deflectCall>
      <ns3:dialDigits>false</ns3:dialDigits>
      <ns3:groupPickupCall>false</ns3:groupPickupCall>
    </ns3:callControlServices>
  </ns3:servicesPermitted>
</ns3:FailedEvent>

```

<pre> <ns3:holdCall>false</ns3:holdCall> <ns3:intrudeCall>false</ns3:intrudeCall> <ns3:joinCall>false</ns3:joinCall> <ns3:makeCall>false</ns3:makeCall> <ns3:makePredictiveCall>false</ns3:makePredictiveCall> <ns3:parkCall>false</ns3:parkCall> <ns3:reconnectCall>false</ns3:reconnectCall> <ns3:retrieveCall>false</ns3:retrieveCall> <ns3:sendMessage>false</ns3:sendMessage> <ns3:singleStepConference>false</ns3:singleStepConference> <ns3:singleStepTransfer>false</ns3:singleStepTransfer> <ns3:transferCall>false</ns3:transferCall> </ns3:callControlServices> </ns3:servicesPermitted> <ns3:mediaCallCharacteristics> <ns3:mediaClass> <ns3:audio>true</ns3:audio> <ns3:chat>false</ns3:chat> </ns3:mediaClass> </ns3:mediaCallCharacteristics> <ns3:callLinkageData> <ns3:globalCallData> <ns3:globalCallSwitchingSubDomainName>148.147.206.180</ns3:globalCallSwitchingSubDomainName> <ns3:globalCallLinkageID> <ns3:globallyUniqueCallLinkageID>f628829f-d1dd-47cb-b743-619ceceac51c</ns3:globallyUniqueCallLinkageID> </ns3:globalCallLinkageID> </ns3:globalCallData> </ns3:callLinkageData> </ns3:FailedEvent> </pre>
Additional Comments

5.3.8 Held Event

Description
This event is delivered when a call is held.
Payload Xsd template
Refer Appendix : held-event.xsd
Payload Sample
<pre> <ns2:HeldEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" </pre>

```

xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <ns2:monitorCrossRefID>06ea0706-2f30-49e3-9adb-
0e7bce39f2b8</ns2:monitorCrossRefID>
  <ns2:heldConnection>
    <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID>
  </ns2:heldConnection>
  <ns2:holdingDevice>
    <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">201</ns2:deviceIdIdentifier>
  </ns2:holdingDevice>
  <ns2:localConnectionInfo>null</ns2:localConnectionInfo>
  <ns2:correlatorData>
    <ns2:string>323032</ns2:string>
  </ns2:correlatorData>
  <ns2:cause>normal</ns2:cause>
  <ns2:servicesPermitted>
    <ns2:callControlServices>
      <ns2:acceptCall>false</ns2:acceptCall>
      <ns2:alternateCall>true</ns2:alternateCall>
      <ns2:answerCall>false</ns2:answerCall>
      <ns2:callBack>false</ns2:callBack>
      <ns2:callBackMessage>false</ns2:callBackMessage>
      <ns2:campOnCall>false</ns2:campOnCall>
      <ns2:clearCall>false</ns2:clearCall>
      <ns2:clearConnection>true</ns2:clearConnection>
      <ns2:conferenceCall>false</ns2:conferenceCall>
      <ns2:consultationCall>true</ns2:consultationCall>
      <ns2:deflectCall>false</ns2:deflectCall>
      <ns2:dialDigits>false</ns2:dialDigits>
      <ns2:groupPickupCall>false</ns2:groupPickupCall>
      <ns2:holdCall>false</ns2:holdCall>
      <ns2:intrudeCall>false</ns2:intrudeCall>
      <ns2:joinCall>false</ns2:joinCall>
      <ns2:makeCall>false</ns2:makeCall>
      <ns2:makePredictiveCall>false</ns2:makePredictiveCall>
      <ns2:parkCall>true</ns2:parkCall>
      <ns2:reconnectCall>false</ns2:reconnectCall>
      <ns2:retrieveCall>true</ns2:retrieveCall>
      <ns2:sendMessage>false</ns2:sendMessage>
      <ns2:singleStepConference>true</ns2:singleStepConference>
      <ns2:singleStepTransfer>true</ns2:singleStepTransfer>
      <ns2:transferCall>true</ns2:transferCall>
    </ns2:callControlServices>
  </ns2:servicesPermitted>
  <ns2:mediaCallCharacteristics>
    <ns2:mediaClass>

```

<pre> <ns2:audio>true</ns2:audio> <ns2:chat>false</ns2:chat> </ns2:mediaClass> </ns2:mediaCallCharacteristics> <ns2:callCharacteristics> <ns2:voiceUnitCall>false</ns2:voiceUnitCall> </ns2:callCharacteristics> <ns2:callLinkageData> <ns2:globalCallData> <ns2:globalCallSwitchingSubDomainName>148.147.206.180</ns2:globalCallSwitchingSubDomainName> <ns2:globalCallLinkageID> <ns2:subDomainCallLinkageID></ns2:subDomainCallLinkageID> <ns2:globallyUniqueCallLinkageID>a5bba1cb-b174-441d-8914-125469439de5</ns2:globallyUniqueCallLinkageID> </ns2:globalCallLinkageID> </ns2:globalCallData> </ns2:callLinkageData> <ns2:extensions> <ns2:privateData> <ns2:private> <additionalInfo stringData="EXTENDEDSEVICES" intValue="1" booleanFlag="true"/> <additionalInfo stringData="EXTENDEDSEVICES" intValue="2" booleanFlag="false"/> <additionalInfo stringData="EXTENDEDSEVICES" intValue="3" booleanFlag="false"/> </ns2:private> </ns2:privateData> </ns2:extensions> </ns2:HeldEvent> </pre>
Additional Comments

5.3.9 Retrieved Event

Description
This event is delivered when a held call is retrieved.
Payload Xsd template
Refer Appendix : retrieved-event.xsd
Payload Sample
<pre> <ns2:RetrievedEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" </pre>

```

xmlns:ns10="http://conferencing.common.avaya.com/"
xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <ns2:monitorCrossRefID>06ea0706-2f30-49e3-9adb-
0e7bce39f2b8</ns2:monitorCrossRefID>
  <ns2:retrievedConnection>
    <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID>
  </ns2:retrievedConnection>
  <ns2:retrievingDevice>
    <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">201</ns2:deviceIdIdentifier>
  </ns2:retrievingDevice>
  <ns2:localConnectionInfo>null</ns2:localConnectionInfo>
  <ns2:correlatorData>

<ns2:string>61356262613163622D623137342D343431642D383931342D31323534363
9343339646535</ns2:string>
  </ns2:correlatorData>
  <ns2:cause>normal</ns2:cause>
  <ns2:servicesPermitted>
    <ns2:callControlServices>
      <ns2:acceptCall>false</ns2:acceptCall>
      <ns2:alternateCall>true</ns2:alternateCall>
      <ns2:answerCall>false</ns2:answerCall>
      <ns2:callBack>false</ns2:callBack>
      <ns2:callBackMessage>false</ns2:callBackMessage>
      <ns2:campOnCall>false</ns2:campOnCall>
      <ns2:clearCall>false</ns2:clearCall>
      <ns2:clearConnection>true</ns2:clearConnection>
      <ns2:conferenceCall>false</ns2:conferenceCall>
      <ns2:consultationCall>true</ns2:consultationCall>
      <ns2:deflectCall>false</ns2:deflectCall>
      <ns2:dialDigits>false</ns2:dialDigits>
      <ns2:groupPicdkupCall>false</ns2:groupPickupCall>
      <ns2:holdCall>true</ns2:holdCall>
      <ns2:intrudeCall>false</ns2:intrudeCall>
      <ns2:joinCall>false</ns2:joinCall>
      <ns2:makeCall>false</ns2:makeCall>
      <ns2:makePredictiveCall>false</ns2:makePredictiveCall>
      <ns2:parkCall>true</ns2:parkCall>
      <ns2:reconnectCall>false</ns2:reconnectCall>
      <ns2:retrieveCall>false</ns2:retrieveCall>
      <ns2:sendMessage>false</ns2:sendMessage>
      <ns2:singleStepConference>true</ns2:singleStepConference>
      <ns2:singleStepTransfer>true</ns2:singleStepTransfer>
      <ns2:transferCall>true</ns2:transferCall>
    </ns2:callControlServices>

```

<pre> </ns2:servicesPermitted> <ns2:mediaCallCharacteristics> <ns2:mediaClass> <ns2:audio>true</ns2:audio> <ns2:chat>false</ns2:chat> </ns2:mediaClass> </ns2:mediaCallCharacteristics> <ns2:callCharacteristics> <ns2:voiceUnitCall>false</ns2:voiceUnitCall> </ns2:callCharacteristics> <ns2:retrievedConnectionInfo> <ns2:flowDirection>transmitAndReceive</ns2:flowDirection> </ns2:retrievedConnectionInfo> <ns2:callLinkageData> <ns2:globalCallData> <ns2:globalCallSwitchingSubDomainName>148.147.206.180</ns2:globalCallSwitchingSubDomainName> <ns2:globalCallLinkageID> <ns2:subDomainCallLinkageID></ns2:subDomainCallLinkageID> </ns2:globalCallLinkageID> </ns2:globalCallData> </ns2:callLinkageData> <ns2:extensions> <ns2:privateData> <ns2:private> <additionalInfo stringData="EXTENDEDSEVICES" intValue="1" booleanFlag="true"/> <additionalInfo stringData="EXTENDEDSEVICES" intValue="2" booleanFlag="false"/> </ns2:private> </ns2:privateData> </ns2:extensions> </ns2:RetrievedEvent> </pre>
Additional Comments

5.3.10 Originated Event

Description
This event is delivered when a call originates.
Payload Xsd template
Refer Appendix : originated-event.xsd
Payload Sample
<pre> <ns2:OriginatedEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" </pre>


```

xmlns:ns13="http://callog.common.avaya.com/"
xmlns:ns7="http://com.avaya.common.csta.extended"
xmlns:ns10="http://conferencing.common.avaya.com/"
xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <ns2:monitorCrossRefID>06ea0706-2f30-49e3-9adb-
0e7bce39f2b8</ns2:monitorCrossRefID>
  <ns2:originatedConnection>
    <ns2:callID>45bf3d57-829e-4dd7-923e-f255d7a77100</ns2:callID>
  </ns2:originatedConnection>
  <ns2:callingDevice>
    <ns2:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">201</ns2:deviceIdIdentifier>
  </ns2:callingDevice>
  <ns2:calledDevice>
    <ns2:deviceIdIdentifier
typeOfNumber="dialingNumber">202</ns2:deviceIdIdentifier>
  </ns2:calledDevice>
  <ns2:localConnectionInfo>connected</ns2:localConnectionInfo>
  <ns2:cause>normal</ns2:cause>
  <ns2:servicesPermitted>
    <ns2:callControlServices>
      <ns2:acceptCall>false</ns2:acceptCall>
      <ns2:alternateCall>false</ns2:alternateCall>
      <ns2:answerCall>false</ns2:answerCall>
      <ns2:callBack>false</ns2:callBack>
      <ns2:callBackMessage>false</ns2:callBackMessage>
      <ns2:campOnCall>false</ns2:campOnCall>
      <ns2:clearCall>false</ns2:clearCall>
      <ns2:clearConnection>true</ns2:clearConnection>
      <ns2:conferenceCall>false</ns2:conferenceCall>
      <ns2:consultationCall>false</ns2:consultationCall>
      <ns2:deflectCall>false</ns2:deflectCall>
      <ns2:dialDigits>true</ns2:dialDigits>
      <ns2:groupPickupCall>false</ns2:groupPickupCall>
      <ns2:holdCall>false</ns2:holdCall>
      <ns2:intrudeCall>false</ns2:intrudeCall>
      <ns2:joinCall>false</ns2:joinCall>
      <ns2:makeCall>true</ns2:makeCall>
      <ns2:makePredictiveCall>false</ns2:makePredictiveCall>
      <ns2:parkCall>false</ns2:parkCall>
      <ns2:reconnectCall>false</ns2:reconnectCall>
      <ns2:retrieveCall>false</ns2:retrieveCall>
      <ns2:sendMessage>false</ns2:sendMessage>
      <ns2:singleStepConference>false</ns2:singleStepConference>
      <ns2:singleStepTransfer>false</ns2:singleStepTransfer>
      <ns2:transferCall>false</ns2:transferCall>

```

</ns2:callControlServices> </ns2:servicesPermitted> <ns2:mediaCallCharacteristics> <ns2:mediaClass> <ns2:audio>true</ns2:audio> <ns2:chat>>false</ns2:chat> </ns2:mediaClass> </ns2:mediaCallCharacteristics> <ns2:subjectOfCall></ns2:subjectOfCall> </ns2:OriginatedEvent>
Additional Comments

5.3.11 Queued Event

Description
This event is delivered when a call is queued
Payload Xsd template
Refer Appendix : queued-event.xsd
Payload Sample
<pre> <ns3:QueuedEvent xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:monitorCrossRefID>e47f55cf-fc33-4748-94b1- 33c7b82726d1</ns3:monitorCrossRefID> <ns3:queuedConnection> <ns3:callID>ba334100-601e-421f-a665-d3f30d776043</ns3:callID> </ns3:queuedConnection> <ns3:queue> <ns3:deviceIdIdentifier switchingSubDomainInformationElements="3134382E3134372E3230362E313830">2</ ns3:deviceIdIdentifier> </ns3:queue> <ns3:callingDevice> <ns3:deviceIdIdentifier switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">303</ns3:deviceIdIdentifier> </ns3:callingDevice><ns3:calledDevice><ns3:deviceIdIdentifier typeOfNumber="dialingNumber">303</ns3:deviceIdIdentifier> </ns3:calledDevice> </pre>

```

<ns3:lastRedirectionDevice>
  <ns3:numberDialed typeOfNumber="dialingNumber"></ns3:numberDialed>
</ns3:lastRedirectionDevice>
<ns3:localConnectionInfo>queued</ns3:localConnectionInfo>
<ns3:userData>
  <ns3:string>333033</ns3:string>
</ns3:userData>
<ns3:cause>park</ns3:cause>
<ns3:servicesPermitted><ns3:callControlServices><ns3:acceptCall>false</ns3:acceptC
all><ns3:alternateCall>false</ns3:alternateCall><ns3:answerCall>false</ns3:answerCall
><ns3:callBack>false</ns3:callBack><ns3:callBackMessage>false</ns3:callBackMessa
ge><ns3:campOnCall>false</ns3:campOnCall><ns3:clearCall>false</ns3:clearCall><ns
3:clearConnection>false</ns3:clearConnection><ns3:conferenceCall>false</ns3:confere
nceCall><ns3:consultationCall>false</ns3:consultationCall><ns3:deflectCall>false</ns3:
deflectCall><ns3:dialDigits>false</ns3:dialDigits><ns3:directedPickupCall>true</ns3:dir
ectedPickupCall><ns3:groupPickupCall>false</ns3:groupPickupCall><ns3:holdCall>fals
e</ns3:holdCall><ns3:intrudeCall>false</ns3:intrudeCall><ns3:joinCall>false</ns3:joinC
all><ns3:makeCall>false</ns3:makeCall><ns3:makePredictiveCall>false</ns3:makePre
dictiveCall><ns3:parkCall>false</ns3:parkCall><ns3:reconnectCall>false</ns3:reconnec
tCall><ns3:retrieveCall>false</ns3:retrieveCall><ns3:sendMessage>false</ns3:sendMe
ssage><ns3:singleStepConference>false</ns3:singleStepConference><ns3:singleStepT
ransfer>false</ns3:singleStepTransfer><ns3:transferCall>false</ns3:transferCall></ns3:
callControlServices></ns3:servicesPermitted>
  <ns3:callLinkageData>
    <ns3:globalCallData>
<ns3:globalCallSwitchingSubDomainName>148.147.206.180</ns3:globalCallSwitchingS
ubDomainName>
      <ns3:globalCallLinkageID>
        <ns3:globallyUniqueCallLinkageID>no call
linkage</ns3:globallyUniqueCallLinkageID>
      </ns3:globalCallLinkageID>
    </ns3:globalCallData>
  </ns3:callLinkageData>
  <ns3:subjectOfCall>148.147.206.180-Conf 3</ns3:subjectOfCall>
<ns3:extensions>
  <ns3:privateData>
    <ns3:string></ns3:string>
    <ns3:private/>
  </ns3:privateData>
</ns3:extensions>
</ns3:QueuedEvent>

```

Additional Comments

5.3.12 Service Initiated Event

Description

This event is delivered when a service is initiated

Payload Xsd template

Refer Appendix : service-initiated-event.xsd

Payload Sample

```

<ns3:ServiceInitiatedEvent xmlns:ns14="http://callog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal"
xmlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.wstransfer"
xmlns:ns10="http://ccragent.common.avaya.com/"
xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns2="http://openapi.common.avaya.com/"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4">
  <ns3:monitorCrossRefID>efbb1075-3a89-470e-a9c1-
ef3f92f61a5d</ns3:monitorCrossRefID>
  <ns3:initiatedConnection>
    <ns3:callID>b299cce1-53bf-4988-889e-3615748e6d35</ns3:callID>
  </ns3:initiatedConnection>
  <ns3:initiatingDevice>
    <ns3:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">301</ns3:deviceIdIdentifier>
  </ns3:initiatingDevice>
  <ns3:localConnectionInfo>initiated</ns3:localConnectionInfo>
  <ns3:correlatorData>
<ns3:string>62323939636365312D353362662D343938382D383839652D33363135373
4386536643335</ns3:string>
  </ns3:correlatorData>
  <ns3:cause>normal</ns3:cause>
  <ns3:servicesPermitted>
    <ns3:callControlServices>
      <ns3:acceptCall>false</ns3:acceptCall>
      <ns3:alternateCall>false</ns3:alternateCall>
      <ns3:answerCall>false</ns3:answerCall>
      <ns3:callBack>false</ns3:callBack>
      <ns3:callBackMessage>false</ns3:callBackMessage>
      <ns3:campOnCall>false</ns3:campOnCall>
      <ns3:clearCall>false</ns3:clearCall>
      <ns3:clearConnection>true</ns3:clearConnection>
      <ns3:conferenceCall>false</ns3:conferenceCall>
      <ns3:consultationCall>false</ns3:consultationCall>
      <ns3:deflectCall>false</ns3:deflectCall>
      <ns3:dialDigits>true</ns3:dialDigits>
      <ns3:groupPickupCall>false</ns3:groupPickupCall>
      <ns3:holdCall>false</ns3:holdCall>
      <ns3:intrudeCall>false</ns3:intrudeCall>
      <ns3:joinCall>false</ns3:joinCall>
      <ns3:makeCall>true</ns3:makeCall>
      <ns3:makePredictiveCall>false</ns3:makePredictiveCall>
      <ns3:parkCall>false</ns3:parkCall>

```

<pre> <ns3:reconnectCall>false</ns3:reconnectCall> <ns3:retrieveCall>false</ns3:retrieveCall> <ns3:sendMessage>false</ns3:sendMessage> <ns3:singleStepConference>false</ns3:singleStepConference> <ns3:singleStepTransfer>false</ns3:singleStepTransfer> <ns3:transferCall>false</ns3:transferCall> </ns3:callControlServices> </ns3:servicesPermitted> </ns3:ServiceInitiatedEvent> </pre>
Additional Comments

5.3.13 Conference Locked Event

Description
This event is delivered when a conference is locked or unlocked.
Payload Xsd template
Refer Appendix : conference-locked-event.xsd
Payload Sample
<pre> <ns12:ConferenceLockedEvent xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <uriString>ws-transfer-event</uriString> <wsEventClassName>com.avaya.common.wstransfer.extended.wsevent.ConferenceLo ckedEvent</wsEventClassName> <eventSource>http://com.avaya.common.wseventing/wst_confeventsEventsSource</ev entSource> <method>getConfLockedEvent</method> <monitorCrossRefId>ConfMonitor</monitorCrossRefId> <eventCause>normal</eventCause> <confUniqueid>89b1db8b-7018-4654-9172-34317c600b30</confUniqueid> <isConfLocked>true</isConfLocked> </ns12:ConferenceLockedEvent> </pre>
Additional Comments

5.3.14 Conference Active Speaker Event

Description
This event is delivered during a conference when active speaker changes.
Payload Xsd template
Refer Appendix : conference-active-speaker-event.xsd
Payload Sample
<pre> <?xml version="1.0" encoding="UTF-8"?> <ns2:Events xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" x mlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma -323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.ava ya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:Event device="conference"> <ns12:ConferenceActiveSpeakerEvent> <uriString>ws-transfer-event</uriString> <wsEventClassName>com.avaya.common.wstransfer.extended.wsevent.ConferenceAct iveSpeakerEvent</wsEventClassName> <eventSource>http://com.avaya.common.wseventing/wst_confeventsEventsSource</ev entSource> <method>getConferenceActiveSpeakerEvent</method> <monitorCrossRefId>9968c3ec-3914-4078-90e8- a63dd39dc981</monitorCrossRefId> <eventCause>conference</eventCause> <conferenceId>a3e106b8-24d2-4304-aca3-aebd2bded6f7</conferenceId> <activeSpeakerParticipantId>uzwoAFjVEdimDgDgBwVP6w==</activeSpeakerParticipan tId> </ns12:ConferenceActiveSpeakerEvent> </ns2:Event> </ns2:Events> </pre>
Additional Comments

6 Physical Device Services

Physical Device CTI Webservices provide services related to device (phone) physical status.

6.1 Physical Device Services Specifications

6.1.1 Set Microphone Mute (Two Party Call)

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/physicaldevice/setMicrophoneMute Method: POST	
Description	
This service provides Set Microphone Mute call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : set-microphone-mute.xsd	
Request Payload sample	
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns3:SetMicrophoneMute xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:microphoneMuteOn>true</ns3:microphoneMuteOn> <ns3:extensions> <ns3:privateData> <ns3:string>39636361393839372D613761332D343131632D383636392D37653038303 3363237363865</ns3:string> </ns3:privateData> </ns3:extensions> </ns3:SetMicrophoneMute></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
MicrophoneMutedEvent	
Error Handling	

Additional Comments
1) <correlatorData> value should be the original correlator data that was specified while establishing the call

6.1.2 Set Microphone Mute (Conference Call)

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/physicaldevice/setMicrophoneMute Method: POST	
Description	
This service provides Set Microphone Mute call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : set-microphone-mute.xsd	
Request Payload sample	
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns3:SetMicrophoneMute xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:device>Rj5hgDSrEdimDwDgBwVP9w==</ns3:device> <ns3:auditoryApparatus>0b3f9036-24e7-472e-ba6a- e4826d39e1de</ns3:auditoryApparatus> <ns3:microphoneMuteOn>true</ns3:microphoneMuteOn></ns3:SetMicrophoneMute></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
MicrophoneMutedEvent	
Error Handling	
Additional Comments	
4. <ns3:device>Rj5hgDSrEdimDwDgBwVP9w==</ns3:device> specifies the participant id 5. <ns3:auditoryApparatus>0b3f9036-24e7-472e-ba6a-e4826d39e1de</ns3:auditoryApparatus> specifies the conference id	

6.2 Physical Device Service Events Specifications

6.2.1 Microphone Mute Event (Two Party Call)

Description
This event is delivered when a party in two party call is muted/unmuted through CTI Webservice
Payload Xsd template
Refer Appendix – microphone-mute-event.xsd
Payload Sample
<pre><ns3:MicrophoneMuteEvent xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:monitorCrossRefID>2c8fa148-e4ab-4a97-9b1b- c7d9241b13ab</ns3:monitorCrossRefID> <ns3:invokingDevice> <ns3:deviceIdIdentifier switchingSubDomainInformationElements="3134382E3134372E3230362E313737" connectionRate="-1" typeOfNumber="dialingNumber">9cca9897-a7a3-411c-8669- 7e080362768e</ns3:deviceIdIdentifier> </ns3:invokingDevice> <ns3:auditoryApparatus></ns3:auditoryApparatus> <ns3:microphoneMuteOn>true</ns3:microphoneMuteOn> <ns3:extensions> <ns3:privateData><ns3:string>323032</ns3:string></ns3:privateData> </ns3:extensions> </ns3:MicrophoneMuteEvent></pre>
Additional Comments
1) <invokingDevice> contains the callId of the party to be muted/unmuted 2) This event is not generated when call is physically muted on the phone

6.2.2 Microphone Mute Event (Mute Participant in Conference Call)

Description
This event is delivered when a participant is muted/unmuted in a conference call through CTI Webservice
Payload Xsd template
Refer Appendix – microphone-mute-event.xsd
Payload Sample
<pre><ns3:MicrophoneMuteEvent xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/"</pre>

```

xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal"
xmlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.wstransfer"
xmlns:ns10="http://ccragent.common.avaya.com/"
xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns2="http://openapi.common.avaya.com/"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4">
  <ns3:monitorCrossRefID>da85ac35-3d37-4bc5-82e0-
86029f81a117</ns3:monitorCrossRefID>
  <ns3:invokingDevice>
    <ns3:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313737"
connectionRate="10"
typeOfNumber="dialingNumber">Rj5hgDSrEdimDwDgBwVP9w==</ns3:deviceIdIdentifier
>
    </ns3:invokingDevice>
    <ns3:auditoryApparatus>0b3f9036-24e7-472e-ba6a-
e4826d39e1de</ns3:auditoryApparatus>
    <ns3:microphoneMuteOn>true</ns3:microphoneMuteOn>
    <ns3:extensions>
<ns3:privateData><ns3:string>3134382E3134372E3230362E3137372D436F6E662032
30</ns3:string></ns3:privateData>
    </ns3:extensions>
</ns3:MicrophoneMuteEvent>

```

Additional Comments

- 1) <ns3:deviceIdIdentifier> has the participant identifier
- 2) <ns3:auditoryApparatus> is the conference id
- 3) This event is not generated when call is physically muted on the phone

6.2.3 Hookswitch Event

Description
This event is delivered whenever the device's hookswitch status has changed
Payload Xsd template
Refer Appendix : hookswitch-event.xsd
Payload Sample
<pre> <ns2:HookswitchEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" </pre>

```

xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <ns2:monitorCrossRefID>0614bd4c-ffdc-47b0-a7e1-
21ca825c2569</ns2:monitorCrossRefID>
  <ns2:device>
    <ns2:deviceIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">202</ns2:deviceIdentifier>
    </ns2:device>
    <ns2:hookswitchOnHook>false</ns2:hookswitchOnHook>
  </ns2:HookswitchEvent>

```

Additional Comments

7 Logical Device Services

Logical Device CTI Webservices provide services related to device (phone) logical status.

7.1 Logical Device Services Specifications

7.1.1 Set Agent State (Currently not supported)

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/logicaldevice/setAgentState	
Method: POST	
Description	
This service provides SetAgentState call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer CSTA 323 4 th edition documentation for payload details	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
Refer CSTA 323 4 th edition documentation for payload details of the asynchronous event	
Error Handling	
Additional Comments	

7.1.2 Get Agent State

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/logicaldevice/getAgentState	
Method: POST	
Description	
This service provides GetAgentState call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : get-agent-state.xsd	
Request Payload Sample	
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns3:GetAgentState xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal"</pre>	

```

xmlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.wstransfer"
xmlns:ns10="http://ccragent.common.avaya.com/"
xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns2="http://openapi.common.avaya.com/"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4">
  <ns3:device
switchingSubDomainInformationElements="3131312E3131312E3131312E313131">120
1</ns3:device>
</ns3:GetAgentState>

```

Synchronous Response Payload Template

```

<?xml version="1.0" encoding="UTF-8"?>
<ns3:GetAgentStateResponse >
  <ns3:agentStateList>
    <ns3:agentStateEntry>
      <ns3:agentID>1201</ns3:agentID>
      <ns3:loggedOnState>true</ns3:loggedOnState>
      <ns3:agentInfo>
        <ns3:agentInfoItem>
          <ns3:acdGroup>123456789012345</ns3:acdGroup>
          <ns3:agentState>agentReady</ns3:agentState>
        </ns3:agentInfoItem>
        <ns3:agentInfoItem>
          <ns3:acdGroup>RnD</ns3:acdGroup>
          <ns3:agentState>agentReady</ns3:agentState>
        </ns3:agentInfoItem>
      </ns3:agentInfo>
    </ns3:agentStateEntry>
  </ns3:agentStateList>
</ns3:GetAgentStateResponse>

```

Asynchronous Response Payload Template

None

Error Handling

Additional Comments

7.1.3 Set Forwarding

URL Format & Method

URL: https://<server IP>:<server port>/inyama/service/logicaldevice/setForwarding

Method: POST

Description

This service provides SetForwarding call functionality

Request Header

Parameter Name	Description
----------------	-------------

ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : set-forwarding.xsd	
Request Payload Sample	
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns3:SetForwarding xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <ns3:device switchingSubDomainInformationElements="3131312E3131312E3131312E313131" typeOfNumber="dialingNumber">1202</ns3:device> <ns3:forwardingType>forwardImmediate</ns3:forwardingType> <ns3:activateForward>true</ns3:activateForward> <ns3:forwardDN typeOfNumber="dialingNumber">72482642</ns3:forwardDN> </ns3:SetForwarding></pre>	
Synchronous Response Payload Template	
None	
Asynchronous Response Payload Template	
ForwardingEvent	
Error Handling	
Additional Comments	

7.1.4 Get Forwarding

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/logicaldevice/getForwarding	
Method: POST	
Description	
This service provides GetForwarding call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : get-forwarding.xsd	
Request Payload sample	
<ns2:GetForwarding xmlns:ns14="http://recording.common.avaya.com/"	

xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">202</ns2:device> </ns2:GetForwarding>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Response Payload Template
ForwardingEvent
Error Handling
Additional Comments

7.1.5 Set Do Not Disturb

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/logicaldevice/setDoNotDisturb	
Method: POST	
Description	
This service provides SetDoNotDisturb call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : set-do-not-disturb.xsd	
Request Payload sample	
<ns2:SetDoNotDisturb xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4"	

xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</ns2:device> <ns2:doNotDisturbOn>true</ns2:doNotDisturbOn> <ns2:callingDeviceList/> </ns2:SetDoNotDisturb>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Response Payload Template
DoNotDisturbEvent
Error Handling
Additional Comments

7.1.6 Get Do Not Disturb

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/logicaldevice/getDoNotDisturb Method: POST	
Description	
This service provides GetDoNotDisturb call functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : get-do-not-disturb.xsd	
Request Payload sample	
<ns2:GetDoNotDisturb xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">202</ns2:device> </ns2:GetDoNotDisturb>	
Synchronous Response Payload Template	
HTTP 202 Accepted	

Asynchronous Response Payload Template
DoNotDisturbEvent
Error Handling
Additional Comments

7.2 Logical Device Events Specifications

7.2.1 Forwarding Event

Description
This event is delivered whenever the Forwarding settings are requested or changed
Payload Xsd template
Refer Appendix : forwarding-event.xsd
Payload Sample
<pre><ns2:ForwardingEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <ns2:monitorCrossRefID>ec74965a-7846-41f8-81a1- 5df14b63a028</ns2:monitorCrossRefID> <ns2:device> <ns2:deviceIdIdentifier switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">202</ns2:deviceIdIdentifier> </ns2:device> <ns2:forwardingType>forwardImmediate</ns2:forwardingType> <ns2:forwardStatus>false</ns2:forwardStatus> <ns2:forwardTo typeOfNumber="dialingNumber"></ns2:forwardTo> </ns2:ForwardingEvent></pre>
Additional Comments

7.2.2 Do Not Disturb Event

Description
This event is delivered whenever DnD is requested or changed
Payload Xsd template
Refer Appendix : do-not-disturb-event.xsd
Payload Sample
<pre><ns2:DoNotDisturbEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"</pre>

```

xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <ns2:monitorCrossRefID>0d2abc5c-3b26-4c27-9ff0-
146d15980885</ns2:monitorCrossRefID>
  <ns2:device>
    <ns2:deviceIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">202</ns2:deviceIdentifier>
  </ns2:device>
  <ns2:doNotDisturbOn>false</ns2:doNotDisturbOn>
<ns2:callingDeviceList/>
</ns2:DoNotDisturbEvent>

```

Additional Comments

7.2.3 Agent Ready Event

Description
This event is delivered whenever the agent or huntgroup status is changed to available
Payload Xsd template
Refer Appendix : agent-ready-event.xsd
Payload Sample
<pre> <?xml version="1.0" encoding="UTF-8"?> <ns2:Events xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:Event device="1201"> <ns3:AgentReadyEvent> <ns3:monitorCrossRefID>b0ee37e2-55f3-45f6-b6f8- 6aa349d9bf58</ns3:monitorCrossRefID> <ns3:agentDevice> <ns3:deviceIdentifier switchingSubDomainInformationElements="3131312E3131312E3131312E313131" typeOfNumber="dialingNumber">1201</ns3:deviceIdentifier> </ns3:agentDevice> <ns3:acdGroup switchingSubDomainInformationElements="3131312E3131312E3131312E313131">HG </pre>

<pre> 1</ns3:acdGroup> <ns3:cause>normal</ns3:cause> </ns3:AgentReadyEvent> </ns2:Event> </ns2:Events> </pre>
Additional Comments

7.2.4 Agent Not Ready Event

Description
This event is delivered whenever the agent or huntgroup status is changed to not available
Payload Xsd template
Refer Appendix : agent-not-ready-event.xsd
Payload Sample
<pre> <?xml version="1.0" encoding="UTF-8"?> <ns2:Events xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:Event device="1201"> <ns3:AgentNotReadyEvent> <ns3:monitorCrossRefID>b0ee37e2-55f3-45f6-b6f8- 6aa349d9bf58</ns3:monitorCrossRefID> <ns3:agentDevice> <ns3:deviceIdIdentifier switchingSubDomainInformationElements="3131312E3131312E3131312E313131" typeOfNumber="dialingNumber">1201</ns3:deviceIdIdentifier> </ns3:agentDevice> <ns3:acdGroup switchingSubDomainInformationElements="3131312E3131312E3131312E313131">HG 1</ns3:acdGroup> <ns3:cause>normal</ns3:cause> </ns3:AgentNotReadyEvent> </ns2:Event> </ns2:Events> </pre>
Additional Comments

7.2.5 Agent After Call Working Ready Event

Description
This event is delivered whenever the agent status is changed to ACW. Please note that this event is available for those users that are CCR Agents.
Payload Xsd template
Refer Appendix : agent-ready-event.xsd
Payload Sample
<pre><ns2:Event device="1201"> <ns3:AgentWorkingAfterCallEvent> <ns3:monitorCrossRefID>4ac326fa-5abd-4b7c-bf73- a6dd43e79e5a</ns3:monitorCrossRefID> <ns3:agentDevice> <ns3:deviceIdentifier switchingSubDomainInformationElements="3131312E3131312E3131312E313131">120 1</ns3:deviceIdentifier> </ns3:agentDevice> <ns3:cause>normal</ns3:cause> </ns3:AgentWorkingAfterCallEvent> </ns2:Event></pre>
Additional Comments

8 Snapshot Services

This section describes the Snapshot Services. These services allow the user get the snapshot of the device.

8.1 Device Snapshot Services Specifications

8.1.1 Snapshot

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/snapshot	
Method: GET	
Description	
This service provides Device Snapshot functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
HTTP 200 OK	
Asynchronous Response Payload Template	
CallInformationEvent	

Error Handling
Additional Comments

8.2 Device Snapshot Services Events Specifications

8.2.1 CallInformationEvent

Description
This event is delivered when snapshot is requested
Payload Xsd template
Refer Appendix : call-information-event.xsd
Payload Sample
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns3:Events clientSessionId="0c0b0da2-97f1-4be0-8451-85e176a39715" xmlns:ns16="http://voicemailpro.common.avaya.com/" xmlns:ns17="http://calllog.common.avaya.com/" xmlns:ns14="http://conferencing.common.avaya.com/" xmlns:ns15="http://groups.system.common.avaya.com" xmlns:ns18="http://recording.common.avaya.com/" xmlns:ns9="http://com.avaya.common.csta.extended" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://voicemail.avaya.com/" xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns13="http://ccragent.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.dal" xmlns:ns10="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns8="http://com.avaya.inkaba.wstransfer" xmlns:ns11="http://voicemail.common.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://conferencing.avaya.com/" xmlns:ns3="http://openapi.common.avaya.com/"> <ns3:Event device="1001"> <ns2:CallInformationEvent> <ns2:monitorCrossRefID>4209132551190891703-127.0.0.1- 1001</ns2:monitorCrossRefID> <ns2:connection> <ns2:callID>da0ead04-8ca8-4694-bbd6- 1a0bb8988b28</ns2:callID> </ns2:connection> <ns2:device> <ns2:deviceIdIdentifier switchingSubDomainInformationElements="3132372E302E302E31" connectionRate="28" typeOfNumber="dialingNumber">1001</ns2:deviceIdIdentifier> </ns2:device> <ns2:callingDevice> <ns2:deviceIdIdentifier typeOfNumber="dialingNumber">1002</ns2:deviceIdIdentifier> </ns2:callingDevice> </ns2:CallInformationEvent> </ns3:Event> </ns3:Events></pre>

```

        <ns2:servicesPermitted>
            <ns2:callControlServices>
                <ns2:acceptCall>false</ns2:acceptCall>
                <ns2:alternateCall>true</ns2:alternateCall>
                <ns2:answerCall>false</ns2:answerCall>
                <ns2:callBack>false</ns2:callBack>

            <ns2:callBackMessage>false</ns2:callBackMessage>
                <ns2:campOnCall>false</ns2:campOnCall>
                <ns2:clearCall>false</ns2:clearCall>
                <ns2:clearConnection>true</ns2:clearConnection>
                <ns2:conferenceCall>false</ns2:conferenceCall>
                <ns2:consultationCall>true</ns2:consultationCall>
                <ns2:deflectCall>false</ns2:deflectCall>
                <ns2:dialDigits>false</ns2:dialDigits>

            <ns2:groupPickupCall>false</ns2:groupPickupCall>
                <ns2:holdCall>true</ns2:holdCall>
                <ns2:intrudeCall>false</ns2:intrudeCall>
                <ns2:joinCall>false</ns2:joinCall>
                <ns2:makeCall>false</ns2:makeCall>

            <ns2:makePredictiveCall>false</ns2:makePredictiveCall>
                <ns2:parkCall>true</ns2:parkCall>
                <ns2:reconnectCall>false</ns2:reconnectCall>
                <ns2:retrieveCall>false</ns2:retrieveCall>
                <ns2:sendMessage>false</ns2:sendMessage>

            <ns2:singleStepConference>true</ns2:singleStepConference>

            <ns2:singleStepTransfer>true</ns2:singleStepTransfer>
                <ns2:transferCall>true</ns2:transferCall>
            </ns2:callControlServices>
        </ns2:servicesPermitted>
    </ns2:connectionInfo>

    <ns2:flowDirection>transmitAndReceive</ns2:flowDirection>
    </ns2:connectionInfo>
    <ns2:callLinkageDataList>
        <ns2:newCallLinkageData>
            <ns2:globalCallData>
                <ns2:globalCallLinkageID>

                <ns2:globallyUniqueCallLinkageID>da0ead04-8ca8-4694-bbd6-
1a0bb8988b28</ns2:globallyUniqueCallLinkageID>
                </ns2:globalCallLinkageID>
            </ns2:globalCallData>
        </ns2:newCallLinkageData>
    </ns2:callLinkageDataList>
    <ns2:callCharacteristics>
        <ns2:voiceUnitCall>false</ns2:voiceUnitCall>

```

```

        </ns2:callCharacteristics>
        <ns2:subjectOfCall/>
        <ns2:deviceInfo
typeOfNumber="dialingNumber">1001</ns2:deviceInfo>
        <ns2:extensions>
            <ns2:privateData>
                <ns2:string/>
                <ns2:private>
                    <additionalInfo
stringData="EXTENDEDSEVICES" intValue="1" booleanFlag="true"/>
                    <additionalInfo
stringData="EXTENDEDSEVICES" intValue="2" booleanFlag="false"/>
                    <additionalInfo
stringData="EXTENDEDSEVICES" intValue="3" booleanFlag="false"/>
                    <additionalInfo
stringData="EXTENDEDSEVICES" intValue="4" booleanFlag="true">
                        <additionalCallInfo>
                            <callingPartyInfo
external="false" callerName="Sachin Chavan" number="1002"/>
                            <calledPartyInfo
external="false" callerName="Charudatta Brahme" number="1001"/>

                        <callDuration>149885</callDuration>

                        <callDisplay>chavans>charu</callDisplay>

                        <uniqueCallId>16441</uniqueCallId>

                                                                <associatedCallingDevice/>
                                                                <associatedCalledDevice/>
                                                                <calledDevice/>

                        <callerCorrelatorId>28</callerCorrelatorId>

                        <voicemailCall>false</voicemailCall>

                                                                <accountCode/>

                        <endpointType>PRIMARY</endpointType>

                        <isUnParkedCall>false</isUnParkedCall>

                        <noRingTone>false</noRingTone>

                        <acwFollow>false</acwFollow>

                        <authenticationPending>false</authenticationPending>
                                                                </additionalCallInfo>
                                                                </additionalInfo>
                                                                <additionalInfo
stringData="EXTENDEDSEVICES" intValue="6" booleanFlag="true">
                                                                <additionalEventInfo zone="+5:30"
timestamp="1497041664699"/>

```


</additionalInfo> </ns2:private> </ns2:privateData> </ns2:extensions> </ns2:CallInformationEvent> </ns3:Event> </ns3:Events>
Additional Comments

9 Call Recording Services

Call Recording CTI WebServices provide call recording features.

9.1 Call Recording Services Specifications

9.1.1 Record Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/recordCall Method: POST	
Description	
This service is provides call recording functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : recording-services.xsd	
Request Payload Sample	
<ns2:ARSRecordCall xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <connection> <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID> </connection> <requestingDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830"	

typeOfNumber="dialingNumber">201</requestingDevice> </ns2:ARSRecordCall>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Response Payload Template
ARSRecordCallStartedEvent
Error Handling
Additional Comments

9.1.2 StopRecord Call

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callcontrol/stopRecordCall Method: POST	
Description	
This service stops a call recording that is currently in progress.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : recording-services.xsd	
Request Payload Sample	
<ns2:ARSStopRecordCall xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <connection> <ns2:callID>b2e2f01b-4da0-4e99-84f3-858d3d5184eb</ns2:callID> </connection> </ns2:ARSStopRecordCall>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
ARSRecordCallStoppedEvent	
Error Handling	
Additional Comments	

9.2 Call Recording Service Events Specifications

9.2.1 Record Call Started Event

Description
This event is delivered when a call recording starts.
Payload Xsd template
Refer Appendix : recording-events.xsd
Payload Sample
<pre><ns2:ARSRecordCallStartedEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <monitorCrossRefID>06ea0706-2f30-49e3-9adb-0e7bce39f2b8</monitorCrossRefID> <recordedConnection> <ns2:callID>a5bba1cb-b174-441d-8914-125469439de5</ns2:callID> </recordedConnection> <requestingDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</requestingDevice> <isManuallyRecorded>true</isManuallyRecorded> <isModifiable>true</isModifiable> </ns2:ARSRecordCallStartedEvent></pre>
Additional Comments

9.2.2 Record Call Stopped Event

Description
This event is delivered when a call recording stops.
Payload Xsd template
Refer Appendix : recording-events.xsd
Payload Sample
<pre><ns2:ARSRecordCallStoppedEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/"</pre>

```
xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <monitorCrossRefID>0614bd4c-ffdc-47b0-a7e1-21ca825c2569</monitorCrossRefID>
  <recordedConnection>
    <ns2:callID>34b5d231-2bfd-4e6a-9074-599a0a809953</ns2:callID>
  </recordedConnection>
  <isRecorded>false</isRecorded>
  <isManuallyRecorded>false</isManuallyRecorded>
  <isModifiable>true</isModifiable>
</ns2:ARSRecordCallStoppedEvent>
```

Additional Comments

10 Voicemail Services

Voicemail CTI Webservices provide voicemail related functionality.

10.1 Voicemail Services Specifications

10.1.1 Get Voicemail Messages

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/getMessages	
Method: POST	
Description	
This service is provides List of messages in the voicemail mailbox from one-X Portal	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<pre><ns2:AVMSnapshotVoiceMailbox xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">202</device> </ns2:AVMSnapshotVoiceMailbox></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Response Payload Template	
AVMSnapShotEvent	
Error Handling	
HTTP-503 is returned if Voicemail service is not available	
Additional Comments	

10.1.2 Play Message

URL Format & Method

URL: https://<server IP>:<server port>/inyama/service/voicemail/playMessage Method: POST	
Description	
This service plays a voicemail message	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<ns2:AVMPlayMessage xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <connection> <ns2:callID>b8343811-19ed-44f4-8b8f-4a1f943cfe51</ns2:callID> </connection> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">201</device> <message>49</message> </ns2:AVMPlayMessage>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
AVMPlayedEvent	
Error Handling	
Additional Comments	

10.1.3 Stop Message

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/stopMessage Method: POST	
Description	
This service is stops playing of a voicemail message	
Request Header	
Parameter Name	Description

ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<pre><ns2:AVMStopMessage xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <connection> <ns2:callID>085651b8-5154-4452-a3c3-03678979cbf7</ns2:callID> </connection> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">201</device> <message>49</message> </ns2:AVMStopMessage></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
Error Handling	
Additional Comments	

10.1.4 Suspend Message

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/suspendMessage	
Method: POST	
Description	
This service suspends a voicemail that is being played.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<pre><ns2:AVMSuspendMessage xmlns:ns14="http://recording.common.avaya.com/"</pre>	

```

xmlns:ns9="http://ccragent.common.avaya.com/"
xmlns:ns5="http://com.avaya.inkaba.dal"
xmlns:ns12="http://voicemail.common.avaya.com/"
xmlns:ns6="http://com.avaya.inkaba.wstransfer"
xmlns:ns13="http://calllog.common.avaya.com/"
xmlns:ns7="http://com.avaya.common.csta.extended"
xmlns:ns10="http://conferencing.common.avaya.com/"
xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <connection>
    <ns2:callID>085651b8-5154-4452-a3c3-03678979cbf7</ns2:callID>
  </connection>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="deviceNumber">201</device>
  <message>49</message>
</ns2:AVMSuspendMessage>

```

Synchronous Response Payload Template

HTTP 202 Accepted

Asynchronous Responses

Error Handling

Additional Comments

10.1.5 Resume Message

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/resumeMessage	
Method: POST	
Description	
This service resumes a voicemail that has earlier been suspended.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<ns2:AVMResumeMessage xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/"	

xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <connection> <ns2:callID>085651b8-5154-4452-a3c3-03678979cbf7</ns2:callID> </connection> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">201</device> <message>49</message> </ns2:AVMResumeMessage>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
Error Handling
Additional Comments

10.1.6 Reposition Message

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/repositionMessage Method: POST	
Description	
This service repositions a voicemail that is currently being played	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<ns2:AVMRepositionMessage xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://callog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">	

<pre> <connection> <ns2:callID>6c12822b-e669-40c3-9943-1d59d85a2bc5</ns2:callID> </connection> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">201</device> <message>84</message> <period> <ns2:relativePosition>1</ns2:relativePosition> </period> </ns2:AVMRepositionMessage> </pre>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
Error Handling
Additional Comments

10.1.7 Delete Message

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/deleteMessage	
Method: POST	
Description	
This service deletes a voicemail message	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<pre> <ns2:AVMDeleteMessage xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">201</device> </pre>	

<message>162/message> </ns2:AVMDeleteMessage>
Synchronous Response Payload Template
HTTP 202 Accepted
Asynchronous Responses
AVMMessageStateChangedEvent
Error Handling
Additional Comments

10.1.8 Set Message State

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/setMessageState Method: POST	
Description	
This service sets the state of a voicemail message	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<ns2:AVMSetMessageState xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inka ba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" x mlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelop e/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xml soap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">201</device> <message>1</message> <newState>stateOld</newState> </ns2:AVMSetMessageState>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
AVMMessageStateChangedEvent	
Error Handling	

Additional Comments
<message>1</message> should be the <messageId> value from the voicemail snapshot data

10.2 Listen Message

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/listenMessage	
Method: POST	
Description	
This service lets the user listen to a call that is currently going to the voicemail.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<ns2:AVMListenMessage xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <targetDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">301</targetDevice> <listenDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">302</listenDevice> </ns2:AVMListenMessage>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
EstablishedEvent	
Error Handling	
Additional Comments	

10.3 Pickup Message

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/pickupMessage	
Method: POST	
Description	
This service pickups a call that is currently leaving a voicemail message.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<pre><ns2:AVMPickupMessage xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <targetDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">301</targetDevice> <pickupDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="deviceNumber">302</pickupDevice> </ns2:AVMPickupMessage></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
EstablishedEvent	
Error Handling	
Additional Comments	

10.4 Get Voicemail Config

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/voicemail/getVoicemailConfig	
Method: POST	
Description	
This service returns the voicemail configuration for the user	

Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : voicemail-services.xsd	
Request Payload sample	
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns3:AVMGetVoicemailConfig xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <device switchingSubDomainInformationElements="3131312E3131312E3131312E313131" typeOfNumber="deviceNumber">1201</device> </ns3:AVMGetVoicemailConfig></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
AVMGetVoicemailConfigEvent	
Error Handling	
Additional Comments	

10.4.1 Get Voicemail Service Status

URL Format & Method	
<u>URL</u> : https://<server IP>:<server port>/inyama/service/voicemail/getVoicemailServiceStatus <u>Method</u> : POST	
Description	
This service returns the voicemail service status for the user	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user

Request Payload Template
None
Request Payload sample
None
Synchronous Response Payload Template
None
Synchronous Responses
None
Asynchronous Response
AVMVoicemailStatusEvent
Error Handling
Additional Comments

10.5 Voicemail Service Events Specifications

10.5.1 Voice Mail Snapshot (Get Voicemail Messages response)

Description
This event is delivered when a voicemail message snapshot is requested
Payload Xsd template
Refer Appendix : voicemail-events.xsd
Payload Sample
<pre> <ns3:AVMSnapshotEvent> <monitorCrossRefID>9894b689-cbb1-4fca-b4ff-f8b008bc4d39</monitorCrossRefID> <snapshotDataList> <messageId>224</messageId> <newState>stateNew</newState> <senderDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">202</senderDevice> <targetDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</targetDevice> <target>userMailbox</target> <dateTime>47330037271</dateTime> <length>8</length> <privacy>false</privacy> <priority>false</priority> <vmProMessageId>MSG00018</vmProMessageId> <link>http://XX0703319607.rnd.avaya.com:8000/VoicemailAccounts/Extn201/7b 6778d1cc904101989d526a67d761f8.WAV</link> <senderName>Extn202 </senderName> <external>false</external> <subject></subject> </snapshotDataList> <snapshotDataList> <messageId>244</messageId> <newState>stateNew</newState> <senderDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">202</senderDevice> <targetDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</targetDevice> <target>userMailbox</target> <dateTime>47330037272</dateTime> <length>8</length> <privacy>false</privacy> <priority>false</priority> <vmProMessageId>MSG00019</vmProMessageId> <link>http://XX0703319607.rnd.avaya.com:8000/VoicemailAccounts/Extn201/cd0 e93f4211d40a8a9936cebf698743b.WAV</link> <senderName>Extn202 </senderName> <external>false</external> </pre>

<pre> <subject>subject</subject> </snapshotDataList> </ns3:AVMSnapshotEvent> </pre>
Additional Comments
Elements for SenderName, subject and link will be in payload only if these have non-null values

10.5.2 New Message Event

Description
This event is delivered when a new voicemail message is added to the mailbox.
Payload Xsd template
Refer Appendix : voicemail-events.xsd
Payload Sample
<pre> <ns3:AVMNewMessageEvent> <monitorCrossRefID>1cb604a2-bf88-44ed-9e29-cd7952452fdb</monitorCrossRefID> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</device> <senderDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">202</senderDevice> <targetDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</targetDevice> <target>userMailbox</target> <dateTime>47330037254</dateTime> <length>8</length> <messageId>162</messageId> <servicesPermitted><ns3:callControlServices/></servicesPermitted> <state>stateNew</state> <privacy>false</privacy> <priority>false</priority> <vmProMessageId>MSG00016</vmProMessageId> <link>http://XX0703319607.rnd.avaya.com:8000/VoicemailAccounts/Extn201/0c14716a ec7749c5ab28bcc2d202446d.WAV</link> <senderName>Extn202 </senderName> <external>false</external> <subject>subject</subject> </ns3:AVMNewMessageEvent> </pre>
Additional Comments
Elements for SenderName, subject and link will be in payload only if these have non-null values

10.5.3 Folder Snapshot Event

Description
This event is delivered when a voicemail Get folders Api is called
Payload Xsd template
Refer Appendix : voicemail-events.xsd
Payload Sample

```

<ns3:AVMFolderSnapshotEvent>
  <monitorCrossRefID>07d98f33-9d13-48e3-803f-e9f987368118</monitorCrossRefID>
  <folderList>
    <folderId>0</folderId>
    <folderName>Inbox</folderName>
    <folderType>Inbox</folderType>
  </folderList>
</ns3:AVMFolderSnapshotEvent>

```

Additional Comments

10.5.4 Message Played Event

Description
This event is delivered when a voicemail message is played.
Payload Xsd template
Payload Sample
<pre> <ns2:AVMPlayedEvent xmlns:ns14="http://recording.common.avaya.com/" xmlns:ns9="http://ccragent.common.avaya.com/" xmlns:ns5="http://com.avaya.inkaba.dal" xmlns:ns12="http://voicemail.common.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.wstransfer" xmlns:ns13="http://calllog.common.avaya.com/" xmlns:ns7="http://com.avaya.common.csta.extended" xmlns:ns10="http://conferencing.common.avaya.com/" xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer"> <messageId>49</messageId> <monitorCrossRefID>69bc0f7a-7c42-47f8-bb25-88b273d606e6</monitorCrossRefID> <playingDevice switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</playingDevice> <servicesPermitted> <ns2:callControlServices/> </servicesPermitted> </ns2:AVMPlayedEvent> </pre>
Additional Comments

10.5.5 Message Status Change Event

Description
This event is delivered when a voicemail message status is changed (For.eg Read, Deleted, etc.)
Payload Xsd template
Refer Appendix : voicemail-events.xsd
Payload Sample

```

<ns2:AVMMMessageStateChangedEvent
xmlns:ns14="http://recording.common.avaya.com/"
xmlns:ns9="http://ccragent.common.avaya.com/"
xmlns:ns5="http://com.avaya.inkaba.dal"
xmlns:ns12="http://voicemail.common.avaya.com/"
xmlns:ns6="http://com.avaya.inkaba.wstransfer"
xmlns:ns13="http://callog.common.avaya.com/"
xmlns:ns7="http://com.avaya.common.csta.extended"
xmlns:ns10="http://conferencing.common.avaya.com/"
xmlns:ns8="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns11="http://conferencing.avaya.com/" xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns3="http://schemas.xmlsoap.org/ws/2004/09/transfer">
  <messageId>49</messageId>
  <monitorCrossRefID>69bc0f7a-7c42-47f8-bb25-88b273d606e6</monitorCrossRefID>
  <newState>stateOld</newState>
</ns2:AVMMMessageStateChangedEvent>

```

Additional Comments

10.5.6 Message Leave In Progress Event

Description

This event is delivered when a caller starts and ends leaving a voicemail message

Payload Xsd template

Refer Appendix : voicemail-events.xsd

Payload Sample

Event when message leave starts

```

<ns3:AVMMMessageLeaveInProgressEvent>
  <monitorCrossRefID>96c231fe-6008-464d-9d5f-
b6d9e7b84d1c</monitorCrossRefID>
  <callingDevice typeOfNumber="dialingNumber">303</callingDevice>
  <targetDevice
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">301</targetDevice>
  <messageLeaveInProgress>true</messageLeaveInProgress>
  <callerName>Extn303</callerName>
  <external>false</external>
</ns3:AVMMMessageLeaveInProgressEvent>

```

Event when message leave ends

```

<ns3:AVMMMessageLeaveInProgressEvent>
  <monitorCrossRefID>96c231fe-6008-464d-9d5f-
b6d9e7b84d1c</monitorCrossRefID>
  <callingDevice typeOfNumber="dialingNumber"/>
  <targetDevice
switchingSubDomainInformationElements="3134382E3134372E3230362E313830"
typeOfNumber="dialingNumber">301</targetDevice>

```

<pre> <messageLeaveInProgress>false</messageLeaveInProgress> <external>false</external> </ns3:AVMMMessageLeaveInProgressEvent> </pre>
Additional Comments

10.5.7 Voicemail Config Event

Description
This event is delivered when a voicemail config is requested or changed
Payload Xsd template
Refer Appendix : voicemail-events.xsd
Payload Sample
<pre> <?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns3:AVMGetVoicemailConfigEvent xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <device switchingSubDomainInformationElements="3131312E3131312E3131312E313131" typeOfNumber="dialingNumber">1201</device> <voicemailOn>true</voicemailOn> <voicemailCode>AE+LeHSr3KsDtF3mgpgRrvyjMeV7XzHgd9kJFOpLN92S4m+1 OXNTlaztISgPPD2L1Cmv2ompel2PtL5fH29PxRocFJ227VJC5Fh14p4T3LA=</voicema ilCode> <voicemailEmailMode>Unknown</voicemailEmailMode> <enableRingback>false</enableRingback> <emailAddress/> <monitorCrossRefID>d8accb1f-9e5f-4700-9d42- 07c45ec6d139</monitorCrossRefID> </ns3:AVMGetVoicemailConfigEvent> </pre>
Additional Comments

10.5.8 Voicemail Service Status Event

Description
This event is delivered when a voicemail service status is requested or changed
Payload Xsd template
Refer Appendix : voicemail-events.xsd

Payload Sample
<pre> <?xml version="1.0" encoding="UTF-8"?> <ns2:Events xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" x mlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma -323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.ava ya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns3:AVMVoicemailStatusEvent> <switches>111.111.111.111</switches> <voicemailStatus>statusConnected</voicemailStatus> <cause>normal</cause> <embeddedVMMode>false</embeddedVMMode> </ns3:AVMVoicemailStatusEvent> </ns2:Events> </pre>
Additional Comments

11 Instant Messaging (IM) Services

Instant Messaging CTI WebServices provide Chat related functionality.

11.1 Instant Message Services API Specifications

11.1.1 Send IM Service

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/im Method: POST	
Description	
This service allows user to send an instant message.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : im-services.xsd	
Request Payload sample	
<pre><?xml version="1.0" encoding="UTF-8"?> <ns:IMToSend xmlns:ns="http://openapi.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://openapi.common.avaya.com/ im-service.xsd "> <im> <from>from-username@xmpp-domain-name</from> <to>to-username@xmpp-domain-name</to> <message>message-string</message> </im> </ns:IMToSend></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
Error Handling	
Error response is XMPP service is not available	
Additional Comments	
The 'From' field will only be used if any Application User wants to IM to any other user, else this field is unused.	

11.2 Instant Messaging (IM) Service Events

11.2.1 IM Received Event

Description
This event is delivered whenever the user receives an instant message from other one-X Portal user.
Payload Xsd template
Refer Appendix : im-service.xsd

Payload Sample
<pre> <?xml version="1.0" encoding="UTF-8"?><ns2:Events xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:IMToReceiveEvent> <im> <from>from-username@xmpp-domain-name</from> <message>im received</message> </im> </ns2:IMToReceiveEvent> </ns2:Events> </pre>
Additional Comments

12 Presence Services

Presence CTI Webservices provide XMPP and Telephony Presence related functionality.

12.1 Presence Services API Specifications

12.1.1 Get Presence States Service

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/presence ?jids=username1@xmpp-domain-name1, username1@xmpp-domain-name2, username2@xmpp-domain-name1 Method: GET Note: query string parameter is optional.	
Description	
This service allows user to get presence states for the given ids. The query string should have comma separated values of XMPP ids for which the presence is requested. If no query string is specified, then presence state for logged in user will be returned.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload	
Refer Appendix : 'presenceStates' element in presence-services.xsd	
Synchronous Response Payload Template	
<pre><?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns2:presenceStates xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"><presenceState><jid>Extn205@148.147.206.214</jid><type>AVAILABL E</type><mode>DND</mode></presenceState></ns2:presenceStates></pre>	
Asynchronous Responses	
None	
Error Handling	
Error response is XMPP service is not available	
Additional Comments	

12.1.2 Set Presence State Service

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/presence	
Method: POST	
Description	
This service allows user to set his/her presence state.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Refer Appendix : 'presenceStateToSet' element in presence-services.xsd	
Request Payload sample	
<pre><?xml version="1.0" encoding="UTF-8"?> <ns:presenceStateToSet xmlns:ns="http://openapi.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://openapi.common.avaya.com/ presence-service.xsd "> <presenceState> <jid></jid> <status>out for lunch</status> <type>AVAILABLE</type> <mode>DND</mode> </presenceState> </ns:presenceStateToSet></pre>	
Synchronous Response Payload Template	
HTTP 202 Accepted	
Asynchronous Responses	
Error Handling	
Additional Comments	

12.2 Presence Service Events Specifications

12.2.1 User Presence State Change Event

Description
This event is delivered whenever the presence state changes for a user.
Payload Xsd template
Refer Appendix : 'PresenceStates' event in presence-service.xsd
Payload Sample
<pre><?xml version="1.0" encoding="UTF-8"?><ns2:Events xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:presenceStates> <presenceState> <jid>everyone@148.147.206.214</jid> <type>AVAILABLE</type> <mode>NOTAPPLICABLE</mode> </presenceState> <presenceState> <jid>extrn203@148.147.206.214</jid> <type>AVAILABLE</type> <mode>DND</mode> </presenceState> </ns2:presenceStates> </ns2:Events></pre>
Additional Comments

12.2.2 Telephony Presence State Change Event

Description
This event is delivered whenever the telephony presence state changes for a user. This event will get delivered to all users who have the given user in their personal contact list
Payload Xsd template
Refer Appendix : 'telephonyPresenceEvent' in presence-service.xsd
Payload Sample
<pre><?xml version="1.0" encoding="UTF-8"?> <ns2:Events xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns10="http://ccragent.common.avaya.com/"</pre>

```

xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns12="http://conferencing.avaya.com/" x
mlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns14="http://calllog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns3="http://www.ecma-
international.org/standards/ecma
-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.ava
ya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/">
  <ns2:Event device="1202">
    <ns2:telephonyPresenceEvent>
      <telephonyPresence>
        <forDevice>1202</forDevice>
        <stateUnknown>>false</stateUnknown>
        <canPickup>>false</canPickup>
        <ringing>>false</ringing>
        <onhook>>true</onhook>
        <online>>false</online>
        <dndon>>false</dndon>
        <inservice>>true</inservice>
        <fwdon>>false</fwdon>
        <fwdTo/>
      </telephonyPresence>
    </ns2:telephonyPresenceEvent>
  </ns2:Event>
</ns2:Events>

```

Additional Comments

13 Call Logs Services

Call Logs CTI Webservices provide Call Logs related functionality.

13.1 Call Logs Services Specifications

13.1.1 Get Call Logs

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/callog?userExtension=201&switchingSubDomainIP=192.168.1.1&fromDate=yyyyMMDD&toDate=yyyyMMDD&callType=Incoming Method: GET Note: All the query string parameters are optional. If none is specified, then all call logs will be returned. The values shown here are just for sample purposes.	
Description	
This service provides get call log functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
Refer Appendix : CallogService.xsd in csta XML schemas	
Synchronous Response Payload Sample	
<pre> <?xml version="1.0" encoding="UTF-8" standalone="yes"?> <ns3:SendStoredCallLogResponse xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <return> <id>11</id> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203 </device> <call_type>Missed-Lost</call_type> <state>Normal</state> <number_of_calls>2</number_of_calls> <call_timestamp>2010-11-01T11:09:16.000+05:30</call_timestamp> <dialback_number>203</dialback_number> <calling_party_name>Extn203</calling_party_name> </tag> </pre>	

```

    <duration>0</duration>
  </return>
<return>
  <id>12</id>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
    <call_type>Outgoing</call_type>
    <state>Normal</state>
    <number_of_calls>1</number_of_calls>
    <call_timestamp>2011-01-25T15:39:10.000+05:30</call_timestamp>
    <dialback_number>202</dialback_number>
    <calling_party_name>Extn202</calling_party_name>
  </tag>
  <duration>0</duration>
</return>
<return>
  <id>13</id>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
    <call_type>Outgoing</call_type>
    <state>Normal</state>
    <number_of_calls>3</number_of_calls>
    <call_timestamp>2011-01-25T15:40:43.000+05:30</call_timestamp>
    <dialback_number>203</dialback_number>
    <calling_party_name>Extn203</calling_party_name>
  </tag>
  <duration>0</duration>
</return>
<return>
  <id>14</id>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
    <call_type>Missed-Lost</call_type>
    <state>Normal</state>
    <number_of_calls>1</number_of_calls>
    <call_timestamp>2011-01-25T15:40:43.000+05:30</call_timestamp>
    <dialback_number>203</dialback_number>
    <calling_party_name>Extn203</calling_party_name>
  </tag>
  <duration>0</duration>
</return>
<return>
  <id>16</id>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
    <call_type>Outgoing</call_type>
    <state>Normal</state>

```

```

<number_of_calls>13</number_of_calls>
<call_timestamp>2011-04-29T15:11:01.000+05:30</call_timestamp>
<dialback_number>201</dialback_number>
<calling_party_name>Extn201</calling_party_name>
<tag/>
<duration>0</duration>
</return>
<return>
  <id>17</id>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
  <call_type>Missed-Lost</call_type>
  <state>Normal</state>
  <number_of_calls>1</number_of_calls>
  <call_timestamp>2011-05-11T15:50:24.000+05:30</call_timestamp>
  <dialback_number>205</dialback_number>
  <calling_party_name>Extn205</calling_party_name>
  <tag/>
  <duration>6</duration>
</return>
<return>
  <id>18</id>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
  <call_type>Outgoing</call_type>
  <state>Normal</state>
  <number_of_calls>6</number_of_calls>
  <call_timestamp>2011-05-12T12:25:37.000+05:30</call_timestamp>
  <dialback_number>205</dialback_number>
  <calling_party_name>Extn205</calling_party_name>
  <tag/>
  <duration>44</duration>
</return>
<return>
  <id>15</id>
  <device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
  <call_type>Missed-Lost</call_type>
  <state>Normal</state>
  <number_of_calls>2</number_of_calls>
  <call_timestamp>2011-05-17T18:17:24.000+05:30</call_timestamp>
  <dialback_number>202</dialback_number>
  <calling_party_name>Extn202</calling_party_name>
  <tag/>
  <duration>15</duration>
</return>
<return>
  <id>47</id>

```

```

<device
switchingSubDomainInformationElements="3134382E3134372E3230362E313737">203
</device>
  <call_type>Incoming</call_type>
  <state>Normal</state>
  <number_of_calls>1</number_of_calls>
  <call_timestamp>2011-05-17T18:18:18.000+05:30</call_timestamp>
  <dialback_number>202</dialback_number>
  <calling_party_name>Extn202</calling_party_name>
  <tag/>
  <duration>69</duration>
</return>
</ns3:SendStoredCallLogResponse>

```

Asynchronous Response Payload Template

None

Error Handling

Additional Comments

1. The value of userExtension and switchingSubDomainIP needs to be specified for an Application User. In case where existing Device User has logged in, these filter criteria are not valid.
2. The value of 'callType' can be any one of Incoming, Outgoing, Missed-Lost, Missed-Coverage and Group. The details are available in CalllogService.xsd in the appendix.

13.1.2 Delete Call Logs

URL Format & Method

URL: https://<server IP>:<server port>/inyama/service/calllog?userExtension=201&switchingSubDomainIP=192.168.1.1
Method: DELETE

Note: All the query string parameters are optional. If none is specified, then all call logs for the logged in user will be deleted. The values shown here are just for sample purposes.

Description

This service provides delete call log functionality

Request Header

Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user

Request Payload Template

Refer Appendix : CalllogService.xsd in csta XML schemas

Note: the fields 'device' and 'delete_message' are not used, only the 'entryIdList' of all call logs to be deleted have to be specified. Only the list of call log id which is received as part of call log snapshot or call log event should be specified.

```

<?xml version="1.0" encoding="UTF-8"?>
<csta:DeleteCallLogEntryList xmlns:csta="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"

```

<pre> xmlns:tns="http://calllog.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://calllog.common.avaya.com/ CallLogService.xsd "> <device></device> <entryIdList>0</entryIdList> <entryIdList>1</entryIdList> <entryIdList>2</entryIdList> <entryIdList>3</entryIdList> <delete_message></delete_message> </csta:DeleteCallLogEntryList> </pre>
Synchronous Response Payload Template
Refer Appendix : CallLogService.xsd in csta XML schemas
Synchronous Response Payload Sample
Sample XML response after successful deletion is shown below: <pre> <?xml version="1.0" encoding="UTF-8"?> <tns:DeleteCallLogEntryResponse xmlns:csta="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:tns="http://calllog.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://calllog.common.avaya.com/ CallLogService.xsd "> <return>Ok</return> </tns:DeleteCallLogEntryResponse> </pre>
Asynchronous Response Payload Template
None
Error Handling
Additional Comments
1. The value of userExtension and switchingSubDomainIP needs to be specified for an application user. In case where existing Device User has logged in, these filter criteria are not valid.

13.2 Call Logs Services Events Specifications

13.2.1 Call Log Event

Description
This event is delivered whenever a callog is generated after a call.
Payload Xsd template
Refer Appendix : callog-event.xsd
Payload Sample
<pre> <ns3:CallLogEvent xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"> <type>Added</type> <entry> <id>178</id> <monitorCrossRefID>78b4f8cd-49c3-43cd-8986- 254e41592a3d</monitorCrossRefID> <device switchingSubDomainInformationElements="3134382E3134372E3230362E313830">302 </device> <call_type>Outgoing</call_type> <state>Normal</state> <number_of_calls>1</number_of_calls> <call_timestamp>2011-05-26T13:22:42.000+05:30</call_timestamp> <dialback_number>303</dialback_number> <calling_party_name>Extn303</calling_party_name> <tag></tag><duration>12</duration> <isExternal>>false</isExternal> </entry> <monitorCrossRefID>78b4f8cd-49c3-43cd-8986-254e41592a3d</monitorCrossRefID> </ns3:CallLogEvent> </pre>
Additional Comments

14 Directory Services

Directory CTI WebServices provide Directory (Contacts) management functionality

14.1 Directory Services Specifications

14.1.1 Directory Search

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/directory?query=criteria&userExtension=extn Method: GET	
Description	
This service provides directory search functionality. Directories searched will be the user's personal directory and ALL system wide directories (including external directories). <u>Note:</u> 1. The 'query' field in URL is optional. If no query is provided, all the directory entries for that user will be returned in response. The response will not have contacts from any external directory. 2. If query is specified, search will be based on prefix matching of the given query. The fields considered for prefix matching will be first name, last name or phone number(s). So a search for "20" would return Jane Smith (if she has a phone number that starts with "20" and it would also return Jane 20Smith (last name starts with "20"). 3. The 'userExtension' field in URL is optional and can only be specified by a user who is an Application User logged into one-X Portal. If this value is specified, the search results will have personal directory of that user. Else the search result will include personal directory results for the user who has made the request. 4. The search result will also include telephony presence snapshot for each contact (if available) as one of the fields.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
Refer Appendix : directory- service.xsd in CTI WebServices xml schemas	
Synchronous Response Payload Sample	
Sample XML response is shown below: <pre><?xml version="1.0" encoding="UTF-8"?> <ns:directorySearchResponse xmlns:ns="http://openapi.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://openapi.common.avaya.com/ directory-service.xsd "> <listCount>1</listCount> <list> <contact> <contactType>GLOBAL</contactType> <firstName>firstName</firstName></pre>	

<pre> <lastName>lastName</lastName> <groups>0</groups> <homePhone>homePhone</homePhone> <mobilePhone>mobilePhone</mobilePhone> <otherPhone>otherPhone</otherPhone> <workPhone>workPhone</workPhone> <workEmail>workEmail</workEmail> <otherEmail>otherEmail</otherEmail> <personalEmail>personalEmail</personalEmail> <primaryEmail>primaryEmail</primaryEmail> <primaryPhone>primaryPhone</primaryPhone> <xmppIds>sysJId</xmppIds> <xmppIds>gmailXMPPId</xmppIds> <xmppIds>ocsXMPPId</xmppIds> <skypeOneId>skypeOneId</skypeOneId> <skypeTwoId>skypeTwoId</skypeTwoId> <notes>notes</notes> <data>data</data> <telephonyPresence>presence</telephonyPresence> </contact> </list> </ns:directorySearchResponse> </pre>
Asynchronous Response Payload Template
None
Error Handling
Additional Comments

14.1.2 Get Personal Contacts

URL Format & Method
URL: https://<server IP>:<server port>/inyama/service/directory/personal?query=criteria&userExtension=extrn Method: GET
Description
This service will fetch all personal contacts for a given user from one-X Portal. Note: 1. The 'query' field in URL is optional. If no query is provided, all the personal directory entries for that user will be returned in response. 2. If query is specified, search will be based on prefix matching of the given query. The fields considered for prefix matching will be first name, last name or phone number(s). So a search for "20" would return Jane Smith (if she has a phone number that starts with "20" and it would also return Jane 20Smith (last name starts with "20"). 3. The 'userExtension' field in URL is optional and can only be specified by a user who is an Application User logged into one-X Portal. If this value is specified, the search results will have personal directory of that user. Else the search result will include personal directory results for the user who has made the request.
Request Header

Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
Refer Appendix : directory- service.xsd in CTI WebServices xml schemas	
Synchronous Response Payload Sample	
Sample XML response is shown below:	
<pre> <?xml version="1.0" encoding="UTF-8"?> <ns:directorySearchResponse xmlns:ns="http://openapi.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://openapi.common.avaya.com/ directory-service.xsd "> <listCount>1</listCount> <list> <contact> <contactType>PERSONAL</contactType> <firstName>firstName</firstName> <lastName>lastName</lastName> <groups>0</groups> <homePhone>homePhone</homePhone> <mobilePhone>mobilePhone</mobilePhone> <otherPhone>otherPhone</otherPhone> <workPhone>workPhone</workPhone> <workEmail>workEmail</workEmail> <otherEmail>otherEmail</otherEmail> <personalEmail>personalEmail</personalEmail> <primaryEmail>primaryEmail</primaryEmail> <primaryPhone>primaryPhone</primaryPhone> <xmppIds>sysJId</xmppIds> <xmppIds>gmailXMPPId</xmppIds> <xmppIds>ocsXMPPId</xmppIds> <skypeOneId>skypeOneId</skypeOneId> <skypeTwoId>skypeTwoId</skypeTwoId> <notes>notes</notes> <telephonyPresence>presence</telephonyPresence> </contact> </list> </ns:directorySearchResponse> </pre>	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	

14.2 Get All Contact Groups

URL Format & Method

URL: https://<server IP>:<server port>/inyama/service/directory /personalGroup Method: GET	
Description	
This service provides functionality to fetch all contacts from one-X Portal for the logged in user.	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
Refer Appendix : directory-service.xsd in CTI WebServices xml schemas	
Synchronous Response Payload Sample	
Sample XML response is shown below:	
<pre><?xml version="1.0" encoding="UTF-8"?> <ns:directoryGroupSearchResponse xmlns:ns="http://openapi.common.avaya.com/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:schemaLocation="http://openapi.common.avaya.com/ directory-service.xsd "> <listCount>0</listCount> <list> <contactGroup> <groupID>1</groupID> <groupName></groupName> </contactGroup> <contactGroup> <groupID>2</groupID> <groupName>Office</groupName> </contactGroup> </list> </ns:directoryGroupSearchResponse></pre>	
Note that the group entry with name field as empty means default group 'ALL'.	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	

14.2.1 Create Contact Group

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/directory/personalGroup Method: PUT	
Description	
This service provides new directory personal group creation functionality	
Request Header	

Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Payload should have the new personal group information to be created. Refer 'PersonalDirectoryGroup' element in directory-service.xsd in openAPI xml schemas for request payload format	
Synchronous Response Payload Template	
HTTP 202 OK with id of the group which has been created.	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	

14.2.2 Delete Contact Group

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/directory/personalGroup?groupId=<value> Method: DELETE	
Description	
This service provides directory personal group deletion functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
HTTP 202 OK with id of the group which has been deleted.	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	

14.2.3 Modify Contact Group

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/directory/personalGroup Method: POST	
Description	
This service provides directory personal group modification functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that

	user
Request Payload Template	
Payload should have the personal group information to be modified. Refer 'PersonalDirectoryGroup' element in directory-service.xsd in openAPI xml schemas for request payload format	
Synchronous Response Payload Template	
HTTP 202 OK with id and personal id of the group which has been modified.	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	

14.2.4 Add Personal Contact

URL Format & Method	
<u>URL</u> : https://<server IP>:<server port>/inyama/service/directory/personal	
<u>Method</u> : PUT	
Description	
This service provides new directory personal contact addition functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Payload should have the new personal contact information to be added. Refer 'PersonalDirectoryContact' element in directory-service.xsd in openAPI xml schemas for request payload format	
Synchronous Response Payload Template	
HTTP 202 OK with id and personal id of the contact which has been added.	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	

14.2.5 Delete Personal Contact

URL Format & Method	
<u>URL</u> : https://<server IP>:<server port>/inyama/service/directory/personal?id=<value>&personalID=<value>&groupID=<value>	
<u>Method</u> : DELETE	
Description	
This service provides directory personal contact deletion functionality	
Request Header	
Parameter Name	Description

ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
HTTP 202 OK with id and personal id of the contact which has been deleted.	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	
Id – id of the personal contact to be deleted. Can be comma separated string if multiple contacts need to be deleted. personalID=personal id of the personal contact to be deleted. Can be comma separated string if multiple contacts need to be deleted groupID=group id of the personal contact to be deleted, optional. If not specified, the contact will be removed from default 'All' group	

14.2.6 Modify Personal Contact

URL Format & Method	
URL: https://<server IP>:<server port>/inyama/service/directory/personal	
Method: POST	
Description	
This service provides directory personal contact modification functionality	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
Payload should have the personal contact information to be modified. Refer 'PersonalDirectoryContact' element in directory-service.xsd in openAPI xml schemas for request payload format	
Synchronous Response Payload Template	
HTTP 202 OK with id and personal id of the contact which has been modified.	
Asynchronous Response Payload Template	
None	
Error Handling	
Additional Comments	

14.2.7 Get Photo

URL Format & Method	
URL:	
6. https://<server IP>:<server port>/inyama/service/directory/photo	
7. https://<server IP>:<server port>/inyama/service/directory/photo?jid=<xmpp_id>	
Method: GET	

Description	
This service returns the photo image data for a user. If no request parameter is provided then the photo of the logged in user is returned. If the jid parameter is provided that the photo of the user with the corresponding jabber id is returned. (The xmpp_id can be obtained from the directory contact entries)	
Request Header	
Parameter Name	Description
ClientSessionId	Client session id value received from login response for that user
Request Payload Template	
None	
Synchronous Response Payload Template	
The Content-Type header in the response will have the value in the format "image/xyz" where xyz will be the image format - gif, jpeg, png, bmp.. etc. The Content-Length header in the response will have the length of the image byte data. Client should read these many numbers of bytes from the response stream.	
Asynchronous Response Payload Template	
None	
Error Handling	
HTTP – 404 if photo is not available	
Additional Comments	

14.3 Directory Service Events Specifications

14.3.1 Global Directory changed Event

Description
This event is delivered when system directory or user list is changed in IP Office
Payload Xsd template
Refer Appendix : 'DirectoryEvent' in directory-service.xsd
Payload Sample
<pre><?xml version="1.0" encoding="UTF-8"?><ns2:Events xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://callog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended"</pre>

```

xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/">
  <ns2:Event device="directory">
    <ns2:directoryEvent>
      <dirTypeChanged>GLOBAL</dirTypeChanged>
    </ns2:directoryEvent>
  </ns2:Event>
</ns2:Events>

```

Additional Comments

This event will be delivered to all CTI WebServices clients that have logged in and subscribed for this event.

14.3.2 Personal Directory changed Event

Description

This event is delivered when personal directory for a user is changed in IP Office or from any CTI WebServices or one-X Portal client

Payload Xsd template

Refer Appendix : 'DirectoryEvent' in directory-service.xsd

Payload Sample

```

<?xml version="1.0" encoding="UTF-8"?><ns2:Events
xmlns:ns10="http://ccragent.common.avaya.com/"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns12="http://conferencing.avaya.com/"
xmlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns14="http://calllog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/"
xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns6="http://com.avaya.inkaba.dal"
xmlns:ns7="http://com.avaya.inkaba.wstransfer"
xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/">
  <ns2:Event device="203">
    <ns2:directoryEvent>
      <forUser>203</forUser>
      <dirTypeChanged>PERSONAL</dirTypeChanged>
      <contactTypeChanged></contactTypeChanged>
      <contacts></contacts>
    </ns2:directoryEvent>
  </ns2:Event>
</ns2:Events>

```

Additional Comments

- This event will be delivered to all CTI WebServices clients from where that user has logged in and subscribed for this event. It will also be delivered to all CTI WebServices clients from where an Application User has logged in.
- The '<forUser>' element can be used by application Users to identify that event has been generated for which user
- The '<contactTypeChanged>' element is optional and can have values 'ADD',

'MODIFY' or 'DELETE', based on the type of change details contained in the <contacts> element The <contacts> element is also optional and will only hold value if <contactTypeChanged> element has value. The <contacts> element will have one or more contact records which are either added, modified or deleted in 1XP.

14.3.3 Personal Directory Group Changed Event

Description
This event is delivered when personal directory group for a user is changed in IP Office or from any CTI WebServices or one-X Portal client
Payload Xsd template
Refer Appendix : 'DirectoryGroupChangeEvent' in directory-service.xsd
Payload Sample
<pre><?xml version="1.0" encoding="UTF-8"?><ns2:Events xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns11="http://conferencing.common.avaya.com/" xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns13="http://voicemail.common.avaya.com/" xmlns:ns14="http://calllog.common.avaya.com/" xmlns:ns15="http://recording.common.avaya.com/" xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns3="http://www.ecma- international.org/standards/ecma-323/csta/ed4" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns7="http://com.avaya.inkaba.wstransfer" xmlns:ns8="http://com.avaya.common.csta.extended" xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"> <ns2:Event device="203"> <ns2:directoryGroupChangeEvent> <forUser>203</forUser> <groupTypeChanged></groupTypeChanged> <groups></groups> </ns2:directoryGroupChangeEvent> </ns2:Event> </ns2:Events></pre>
Additional Comments
- This event will be delivered to all CTI WebServices clients from where that user has logged in and subscribed for this event. It will also be delivered to all CTI WebServices clients from where an Application User has logged in. - The '<forUser>' element can be used by Application Users to identify that event has been generated for which user - The '<groupTypeChanged>' element is optional and can have values 'ADD', 'MODIFY' or 'DELETE', based on the type of change details contained in the <groups> element - The <groups> element is also optional and will only hold value if <groupTypeChanged> element has value. The <groups> element will have one or more personal group records which are added, modified or deleted in 1XP.

15 Resiliency Support

Resiliency implementation of CTI WebService Client during failover and fallback.

15.1 Initial login to standalone One-X server

CTI WebService clients will receive login response as below in case of standalone One-X server. As this is standalone One-X server, login response does not contain resiliency (HA) configuration in it. So CTI WebService client doesn't have to consider one-X portal failover and fallback in this case. Instead client should try to reconnect same One-X server in case of server unavailability.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:userLoginResponse xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://conferencing.avaya.com/"
xmlns:ns3="http://openapi.common.avaya.com/"
xmlns:ns6="http://voicemail.common.avaya.com/"
xmlns:ns5="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns7="http://com.avaya.inkaba.dal"
xmlns:ns13="http://ccragent.common.avaya.com/"
xmlns:ns9="http://com.avaya.inkaba.wstransfer"
xmlns:ns12="http://voicemail.avaya.com/"
xmlns:ns11="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns10="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns17="http://www.avaya.com/common/RESTAPI/telephony/call"
xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns15="http://groups.system.common.avaya.com"
xmlns:ns14="http://conferencing.common.avaya.com/"
xmlns:ns19="http://recording.common.avaya.com/"
xmlns:ns18="http://calllog.common.avaya.com/">
  <applicationVersion>11.0.101.25</applicationVersion>
  <clientSessionID>5e070904-55d9-4d64-a99f-21119660938d</clientSessionID>
  <userName>Extn403</userName>
  <userExtension>403</userExtension>
  <userSwitchDevice>127.0.0.1</userSwitchDevice>
  <userParkSlots>1@127.0.0.1|2@127.0.0.1|3@127.0.0.1|4@127.0.0.1</userPar
kSlots>
  <userHuntGroups/>
  <stationMonitorEnabled>true</stationMonitorEnabled>
  <inService>true</inService>
  <userMonitorID>7027666311365214395-127.0.0.1-403</userMonitorID>
  <loginFailureCode>NONE</loginFailureCode>
  <xmppConnectionFailureCode>NONE</xmppConnectionFailureCode>
  <subscriptionUrl>ws://148.147.206.195:8080/</subscriptionUrl>
  <userLicensePackage>PowerUserPackage</userLicensePackage>
  <webSocketHttpPort>8080</webSocketHttpPort>
  <webSocketHttpsPort>9443</webSocketHttpsPort>
  <webSocketHttpPortEnabled>false</webSocketHttpPortEnabled>
  <webSocketHttpsPortEnabled>true</webSocketHttpsPortEnabled>
```

```

    <httpPort>8080</httpPort>
    <httpsPort>9443</httpsPort>
    <webSocketWsUrl>ws://148.147.206.195:8080/inyama/openapiwebsocket/5e070
904-55d9-4d64-a99f-21119660938d</webSocketWsUrl>
    <webSocketWssUrl>wss://148.147.206.195:9443/inyama/openapiwebsocket/5e0
70904-55d9-4d64-a99f-21119660938d</webSocketWssUrl>
    <xmppDomain>nileshse11ga</xmppDomain>
</ns3:userLoginResponse>

```

15.2 Initial login to primary One-X server

In resilient deployment, CTI WebService clients will receive resiliency (HA) configuration in login response with reachable active one-X portal server. See sample login request and response XMLs. In response XML, check for <haConfiguration> element for primary and secondary One-X servers. If response contains resiliency (HA) configuration, then One-X server deployment is considered as resilient. This HA configuration will be used while switching to secondary server in case of failover, so CTI WebService client must preserve this configuration throughout the session.

Login Request

```

<?xml version="1.0" encoding="utf-16"?>
<userLoginRequest xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns="http://openapi.common.avaya.com/">
  <userName xmlns="">Extn201</userName>
  <userPassword xmlns="">1234</userPassword>
  <applicationName xmlns="">AvayaIPOfficePlugin</applicationName>
  <applicationVersion xmlns="">11.0.0.457</applicationVersion>
  <loginSubscriptionRequest httpMethod="WEBSOCKET" xmlns="">
    <eventTypes>CallControlFeaturesEvents</eventTypes>
    <eventTypes>CallLogEvents</eventTypes>
    <eventTypes>PhysicalDeviceFeaturesEvents</eventTypes>
    <eventTypes>DeviceMaintenanceEvents</eventTypes>
    <eventTypes>VoicemailServicesEvents</eventTypes>
    <eventTypes>CapabilityExchangeServicesCallbackEvents</eventTypes>
    <eventTypes>SystemServicesCallbackEvents</eventTypes>
    <eventTypes>MonitoringServicesCallbackEvents</eventTypes>
    <eventTypes>IOServicesFeaturesCallbackEvents</eventTypes>
    <eventTypes>LogicalDeviceFeaturesEvents</eventTypes>
    <eventTypes>SnapshotServicesCallbackEvents</eventTypes>
    <eventTypes>CallAssociatedFeaturesEvents</eventTypes>
    <eventTypes>LogoutEvents</eventTypes>
    <eventTypes>PresenceEvents</eventTypes>
    <eventTypes>DirectoryEvents</eventTypes>
    <eventTypes>RecordingServicesEvents</eventTypes>
    <eventTypes>ImEvents</eventTypes>
    <eventTypes>PhotoChangeEvents</eventTypes>
    <eventTypes>IPOConfigChangeEvents</eventTypes>
  </loginSubscriptionRequest>
</userLoginRequest>

```

```
</loginSubscriptionRequest>
</userLoginRequest>
```

Login Response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:userLoginResponse xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://openapi.common.avaya.com/"
xmlns:ns6="http://com.avaya.inkaba.dal"
xmlns:ns5="http://groups.system.common.avaya.com"
xmlns:ns8="http://com.avaya.inkaba.wstransfer"
xmlns:ns7="http://com.avaya.common.csta.extended"
xmlns:ns13="http://voicemailpro.common.avaya.com/"
xmlns:ns9="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns12="http://conferencing.common.avaya.com/"
xmlns:ns11="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns10="http://voicemail.common.avaya.com/"
xmlns:ns17="http://www.avaya.com/common/RESTAPI/telephony/call"
xmlns:ns16="http://ccragent.common.avaya.com/"
xmlns:ns15="http://voicemail.avaya.com/" xmlns:ns14="http://conferencing.avaya.com/"
xmlns:ns19="http://recording.common.avaya.com/"
xmlns:ns18="http://calllog.common.avaya.com/">
  <applicationVersion>11.0.0.457</applicationVersion>
  <clientSessionID>f04dca59-e9af-4177-a43c-0da87aeb5e51</clientSessionID>
  <userName>Extn201</userName>
  <userExtension>201</userExtension>
  <userSwitchDevice>127.0.0.1</userSwitchDevice>
  <userParkSlots>1@127.0.0.1|2@127.0.0.1|3@127.0.0.1|4@127.0.0.1</userPar
kSlots>
  <userHuntGroups/>
  <stationMonitorEnabled>true</stationMonitorEnabled>
  <inService>true</inService>
  <userMonitorID>963551569076112530-127.0.0.1-201</userMonitorID>
  <loginFailureCode>NONE</loginFailureCode>
  <xmppConnectionFailureCode>NONE</xmppConnectionFailureCode>
  <subscriptionUrl>ws://148.147.216.234:8080/</subscriptionUrl>
  <userLicensePackage>PowerUserPackage</userLicensePackage>
  <userAddOnLicensePackages>GoldUserPackage</userAddOnLicensePackages>
>
  <webSocketHttpPort>8080</webSocketHttpPort>
  <webSocketHttpsPort>9443</webSocketHttpsPort>
  <webSocketHttpPortEnabled>false</webSocketHttpPortEnabled>
  <webSocketHttpsPortEnabled>true</webSocketHttpsPortEnabled>
  <httpPort>8080</httpPort>
  <httpsPort>9443</httpsPort>
  <webSocketWsUrl>ws://148.147.216.234:8080/inyama/openapiwebsocket/f04dc
a59-e9af-4177-a43c-0da87aeb5e51</webSocketWsUrl>
  <webSocketWssUrl>wss://148.147.216.234:9443/inyama/openapiwebsocket/f04
dca59-e9af-4177-a43c-0da87aeb5e51</webSocketWssUrl>
```

```

<haConfiguration>
  <primaryServer>148.147.216.234</primaryServer>
  <secondaryServer>148.147.216.217</secondaryServer>
</haConfiguration>
  <xmppDomain>148.147.216.234</xmppDomain>
</ns3:userLoginResponse>

```

15.3 Failover to secondary One-X server (Primary One-X server is down)

When failover occurs (primary One-X server unavailable), CTI WebService client should wait for one of the following conditions.

- REST Heartbeat failure with primary one-X portal server.
- Exception/Error on Websocket when sending/receiving websocket messages or websocket listener indicates that socket connection is closed.

In any of these failure conditions, CTI WebService client should now try to connect secondary server (Using REST heartbeat API first, if successful then create websocket connection).

Above failure conditions could also be possible in case of network failure at CTI WebService client machine (e.g. network cable of user's laptop gets unplugged), so instead of trying to connect to only secondary server, CTI WebService client should try connecting secondary and primary server alternately till connection is successful. Keep some delay between retries.

After logging in to the secondary server, CTI WebService client will receive login response containing same <haConfiguration>. See below attached login response from secondary One-X server.

Login Response Secondary

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:userLoginResponse xmlns:ns2="http://www.ecma-
international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://groups.system.common.avaya.com"
xmlns:ns3="http://openapi.common.avaya.com/"
xmlns:ns6="http://conferencing.avaya.com/"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns8="http://com.avaya.inkaba.dal"
xmlns:ns7="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://voicemail.avaya.com/"
xmlns:ns9="http://com.avaya.inkaba.wstransfer"
xmlns:ns12="http://voicemail.common.avaya.com/"
xmlns:ns11="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns10="http://com.avaya.common.csta.extended"
xmlns:ns17="http://www.avaya.com/common/RESTAPI/telephony/call"
xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns15="http://conferencing.common.avaya.com/"
xmlns:ns14="http://ccragent.common.avaya.com/"

```

```

xmlns:ns19="http://recording.common.avaya.com/"
xmlns:ns18="http://calllog.common.avaya.com/"
  <applicationVersion>11.0.0.457</applicationVersion>
  <clientSessionID>3447b59b-cf2d-4bc3-b5ce-32d549e76027</clientSessionID>
  <userName>Extn201</userName>
  <userExtension>201</userExtension>
  <userSwitchDevice>148.147.216.234</userSwitchDevice>
  <userParkSlots>1@148.147.216.234|2@148.147.216.234|3@148.147.216.234|4
@148.147.216.234</userParkSlots>
  <userHuntGroups/>
  <stationMonitorEnabled>true</stationMonitorEnabled>
  <inService>true</inService>
  <userMonitorID>-8533236622066430777-148.147.216.234-201</userMonitorID>
  <loginFailureCode>NONE</loginFailureCode>
  <xmppConnectionFailureCode>NONE</xmppConnectionFailureCode>
  <subscriptionUrl>ws://148.147.216.217:8080/</subscriptionUrl>
  <userLicensePackage>PowerUserPackage</userLicensePackage>
  <userAddOnLicensePackages>GoldUserPackage</userAddOnLicensePackages>
>
  <webSocketHttpPort>8080</webSocketHttpPort>
  <webSocketHttpsPort>9443</webSocketHttpsPort>
  <webSocketHttpPortEnabled>false</webSocketHttpPortEnabled>
  <webSocketHttpsPortEnabled>true</webSocketHttpsPortEnabled>
  <httpPort>8080</httpPort>
  <httpsPort>9443</httpsPort>
  <webSocketWsUrl>ws://148.147.216.217:8080/inయా/websocket/3447b
59b-cf2d-4bc3-b5ce-32d549e76027</webSocketWsUrl>
  <webSocketWssUrl>wss://148.147.216.217:9443/inయా/websocket/344
7b59b-cf2d-4bc3-b5ce-32d549e76027</webSocketWssUrl>
  <haConfiguration>
    <primaryServer>148.147.216.234</primaryServer>
    <secondaryServer>148.147.216.217</secondaryServer>
  </haConfiguration>
  <xmppDomain>148.147.216.234</xmppDomain>
</ns3:userLoginResponse>

```

15.4 Fallback to primary One-X server (Primary One-X server back online)

When primary One-X server become available again, CTI WebService client will receive HASwitchEvent from secondary One-X server telling primary server is up and will now serve further requests. All subsequent requests to the secondary server will be responded with error SERVICE_REDIRECTED.

HASwitchEvent

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns3:Events clientSessionId="3447b59b-cf2d-4bc3-b5ce-32d549e76027"
xmlns:ns2="http://www.ecma-international.org/standards/ecma-323/csta/ed4"
xmlns:ns4="http://groups.system.common.avaya.com"
xmlns:ns3="http://openapi.common.avaya.com/"
xmlns:ns6="http://conferencing.avaya.com/"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/09/transfer"

```



```

xmlns:ns8="http://com.avaya.inkaba.dal"
xmlns:ns7="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns13="http://voicemail.avaya.com/"
xmlns:ns9="http://com.avaya.inkaba.wstransfer"
xmlns:ns12="http://voicemail.common.avaya.com/"
xmlns:ns11="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns10="http://com.avaya.common.csta.extended"
xmlns:ns17="http://www.avaya.com/common/RESTAPI/telephony/call"
xmlns:ns16="http://voicemailpro.common.avaya.com/"
xmlns:ns15="http://conferencing.common.avaya.com/"
xmlns:ns14="http://ccragent.common.avaya.com/"
xmlns:ns19="http://recording.common.avaya.com/"
xmlns:ns18="http://calllog.common.avaya.com/">
  <ns3:HASwitchEvent>
    <primaryServerActive>true</primaryServerActive>
    <activeServer>148.147.216.234</activeServer>
  </ns3:HASwitchEvent>
</ns3:Events>

```

After receiving this event, CTI WebService client should fallback to One-X server specified in HASwitchEvent. Close the session with secondary server and start new session with primary server. CTI WebService API clients can persist user credentials for the auto login to primary one-X portal server. Its up to CTI WebService clients to provide auto login feature and decide to persist user credentials for it.

15.5 IPOffice Failover (Primary IP Office is down)

In this scenario, primary IPOffice goes down. Due to this user's phone gets disconnected and primary One-X server tries to connect secondary IPOffice. While switching to secondary IPOffice, primary One-X server becomes unavailable for user login and sends <OutOfServiceEvent> to all connected CTI WebService clients. The OutOfServiceEvent informs CTI WebService client that phone system is not available. After receiving this event CTI WebService client should close the session with One-X portal and can execute to reconnect logic, alternately trying primary and secondary server.

OutOfServiceEvent

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns2:Events xmlns:ns2="http://openapi.common.avaya.com/"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4"
xmlns:ns6="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns5="http://groups.system.common.avaya.com"
xmlns:ns8="http://com.avaya.inkaba.wstransfer"
xmlns:ns7="http://com.avaya.inkaba.dal"
xmlns:ns13="http://ccragent.common.avaya.com/"
xmlns:ns9="http://com.avaya.common.csta.extended"
xmlns:ns12="http://voicemail.avaya.com/"
xmlns:ns11="http://voicemail.common.avaya.com/"
xmlns:ns10="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns17="http://www.avaya.com/common/RESTAPI/telephony/call"
xmlns:ns16="http://voicemailpro.common.avaya.com/"

```

```

xmlns:ns15="http://conferencing.avaya.com/"
xmlns:ns14="http://conferencing.common.avaya.com/"
xmlns:ns19="http://recording.common.avaya.com/"
xmlns:ns18="http://calllog.common.avaya.com/">
  <ns3:OutOfServiceEvent>
    <ns3:monitorCrossRefID>6347553966216858683-127.0.0.1-
202</ns3:monitorCrossRefID>
    <ns3:device>
      <ns3:deviceIdIdentifier
switchingSubDomainInformationElements="3132372E302E302E31"
typeOfNumber="dialingNumber">202</ns3:deviceIdIdentifier>
    </ns3:device>
    <ns3:cause>numberUnallocated</ns3:cause>
    <ns3:extensions>
      <ns3:privateData>
        <ns3:string>3132372E302E302E31</ns3:string>
        <ns3:private>
          <additionalInfo
stringData="EXTENDEDSEVICES" intValue="6" booleanFlag="true">
            <additionalEventInfo zone="0:0"
timestamp="1545070437324"/>
          </additionalInfo>
          <additionalInfo
stringData="EXTENDEDSEVICES" intValue="7" booleanFlag="true">
            <additionalUserInfo fullName=""
username="Extn202" userExtension="202" physicalExtension=""/>
          </additionalInfo>
        </ns3:private>
      </ns3:privateData>
    </ns3:extensions>
  </ns3:OutOfServiceEvent>
</ns2:Events>

```

Once the secondary IPOffice is up then user's phone and primary One-X server becomes online.

15.6 IPOffice Fallback (Primary IP Office is back online)

When primary IPOffice is back online, user's phone gets re-registered with primary IPOffice. Primary One-X is already active and CTI WebService client is connected to it. So, no need to change the connection with One-X server from CTI WebService client.

16 Code Sample and Sample Applications

The Application programmer can browse through the following Sample Applications for sample code.

16.1 .Net Open API Samples Usage Instructions:

Steps:

1. Extract **OneXOpenAPISample.zip** file to **OneXOpenAPISample** folder.
2. Open sample solution **OneXOpenAPISample.sln** in Visual Studio from above folder. Visual studio will open two projects.
3. Check project **OneXOpenAPISample**. This project has few individual open API sample screens like [Login](#), [Directory](#), [Call Logs](#), [Voicemail](#) and [Call Notification](#). These samples get launched from Main form screen. When we run this project, main window will open asking server details for connections. Once valid details filled in, we can test/ launch each sample individually. Each sample contains code to send REST API request and WEB SOCKET to get events from server. Dependency classes are kept inside xsd_class folders which are created from xsd contracts provided by server.
4. Check project **OneXAdapterSample**. This is another project of type DLL as a One-X Portal adapter. We can refer this project/DLL to integrate telephony features in any other .NET application. To consume adapter, we need to provide server details in constructor and the call required functions like [Login](#), [Logout](#), [GetDirectory](#), [GetCallLogs](#), [GetVoiceMessages](#), [MakeCall](#) etc.

16.2 JavaScript Open API Samples Usage Instructions:

Steps:

1. Extract **OneXOpenAPISampleJS.zip** file to **OneXOpenAPISampleJS** folder.
2. Open OneXOpenAPISampleJS.sln in visual studio from above folder. You can use any other editor to open JavaScript files.
3. Sample screen file is Softphone.html and related java script files are present in **js** folder.
4. The file named "ipoConnectionManager.js" can be used as Java Script adapter for One-X Portal Open API.
5. Deploy html and js files on any web server and run from there to test.

16.3 Java Open API Samples Usage Instructions:

Steps:

1. Change the one-X portal Administration Security settings to run on unsecure and secure port.
2. Java 1.8 and JavaFx are required for running this Sample Application
3. Extract **JAXRSSamples.zip** file.
4. Open Eclipse IDE
5. Import JAXRSSamples project
6. Run com.avaya.ipoffice.openapi.samples.javaafx.JavaFxSample.java file.

16.4 Java Adapter Open API Samples Usage Instructions:

Steps:

1. Change the one-X portal Administration Security settings to run on unsecure and secure port.
2. Extract **JAXRSSampleAdapter.zip** file.
3. Open Eclipse IDE
4. Import JAXRSSampleAdapter project
5. Run
com.avaya.ipoffice.openapi.samples.adapter.uiOpenApiSampleAdapterClientUI.java
file

17 Appendix – A

Asynchronous Event Delivery Details

Please refer event-response.xsd for event response structure.

The element <Event> will be part of payload only for an application level user login.

For Device User the events payload will be in following format

```
<?xml version="1.0" encoding="UTF-8"?>
<Events>
    <SomeEvent>.....</SomeEvent>
</Events>
```

Shown below is a sample of event xml payload for a Device User login.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns2:Events xmlns:ns14="http://calllog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal"
xmlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.wstransfer"
xmlns:ns10="http://ccragent.common.avaya.com/" xml
ns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns2="http://openapi.common.avaya.com/"
xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer"
xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4">
<ns3:ConnectionClearedEvent>
    <ns3:monitorCrossRefID>72d0ed18-1622-44d6-b3be-
    735600bd8717</ns3:monitorCrossRefID><ns3:droppedConnection><ns3:callID>
    f628829f-d1dd-47cb-b743-
    619ceceac51c</ns3:callID></ns3:droppedConnection><ns3:releasingDevice><n
    s3:deviceIdIdentifier
    switchingSubDomainInformationElements="3134382E3134372E3230362E31383
    0" connectionRate="191"
    typeOfNumber="dialingNumber"></ns3:deviceIdIdentifier></ns3:releasingDevice><
    ns3:localConnectionInfo>null</ns3:localConnectionInfo><ns3:cause>callCancell
    ed</ns3:cause><ns3:servicesPermitted><ns3:callControlServices/></ns3:service
    sPermitted><ns3:callLinkageData><ns3:globalCallData><ns3:globalCallSwitchin
    gSubDomainName>148.147.206.180</ns3:globalCallSwitchingSubDomainName
    ><ns3:globalCallLinkageID><ns3:subDom
    ainCallLinkageID></ns3:subDomainCallLinkageID></ns3:globalCallLinkageID></
    ns3:globalCallData></ns3:callLinkageData>
</ns3:ConnectionClearedEvent>
</ns2:Events>
```

For Application User the events payload will be in following format

```
<?xml version="1.0" encoding="UTF-8"?>
<Events>
  <Event device="NNN" >
    <SomeEvent>.....</SomeEvent>
  </Event>
  <Event device="NNN" >
    <SomeEvent>.....</SomeEvent>
  </Event>
  .
  .
  <Event device="NNN" >
    <SomeEvent>.....</SomeEvent>
  </Event>
</Events>
```

Shown below is a sample of event xml payload for an application level user login.

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ns2:Events xmlns:ns14="http://callog.common.avaya.com/"
xmlns:ns15="http://recording.common.avaya.com/"
xmlns:ns9="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns5="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:ns12="http://conferencing.avaya.com/" xmlns:ns6="http://com.avaya.inkaba.dal" xmlns:ns13="http://voicemail.common.avaya.com/"
xmlns:ns7="http://com.avaya.inkaba.wstransfer"
xmlns:ns10="http://ccragent.common.avaya.com/" xmlns:ns8="http://com.avaya.common.csta.extended"
xmlns:ns11="http://conferencing.common.avaya.com/"
xmlns:ns2="http://openapi.common.avaya.com/" xmlns:ns4="http://schemas.xmlsoap.org/ws/2004/09/transfer" xmlns:ns3="http://www.ecma-international.org/standards/ecma-323/csta/ed4">
  <Event device="1009">
    <ns3:HookswitchEvent>
      <ns3:monitorCrossRefID>72d0ed18-1622-44d6-b3be-735600bd8717</ns3:monitorCrossRefID>
      <ns3:device><ns3:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E313830" typeOfNumber="dialingNumber">201</ns3:deviceIdIdentifier></ns3:device>
      <ns3:hookswitchOnHook>false</ns3:hookswitchOnHook>
    </ns3:HookswitchEvent>
  </Event>
  <Event device="1001">
    <ns3:ConnectionClearedEvent>
      <ns3:monitorCrossRefID>72d0ed18-1622-44d6-b3be-735600bd8717</ns3:monitorCrossRefID><ns3:droppedConnection><ns3:callID>f628829f-d1dd-47cb-b743-
```

```

619ceceac51c</ns3:callID></ns3:droppedConnection><ns3:releasingDevice><n
s3:deviceIdIdentifier
switchingSubDomainInformationElements="3134382E3134372E3230362E31383
0" connectionRate="191"
typeOfNumber="dialingNumber"></ns3:deviceIdIdentifier></ns3:releasingDevice><
ns3:localConnectionInfo>null</ns3:localConnectionInfo><ns3:cause>callCancell
ed</ns3:cause><ns3:servicesPermitted><ns3:callControlServices/></ns3:service
sPermitted><ns3:callLinkageData><ns3:globalCallData><ns3:globalCallSwitchin
gSubDomainName>148.147.206.180</ns3:globalCallSwitchingSubDomainName
><ns3:globalCallLinkageID><ns3:subDom
ainCallLinkageID></ns3:subDomainCallLinkageID></ns3:globalCallLinkageID></
ns3:globalCallData></ns3:callLinkageData>
</ns3:ConnectionClearedEvent>
</Event>
</ns2:Events>

```

For an application level user instead of sending the conference related events (conferenced event and mute event) for all the participant only single event will be sent with device="conference".

18 Appendix – B

Synchronous Error Response Details

When the status of the synchronous response from a service is not Http 200 OK or Http 202 Accepted then the response may additionally contain an error payload as shown below.

For xsd please error-response.xsd

The error response can be in 2 formats

- 1) Single Error response – will have only one <Error> element in the response

```

<?xml version="1.0" encoding="UTF-8"?>
<Error>
  <code>XXXXXXXXXX</code>
  <errorValue>YYYYYYYYYYYYYYYY< /errorValue >
  <description>.....</description>
</Error>

```

Please note that <code> is optional.

- 2) Multiple Error response – If there are validation errors in the data sent in the request then a Bad Request response -HTTP 400 is returned. The error payload will have list of Errors as shown below

```

<?xml version="1.0" encoding="UTF-8"?>

```

```

<Errors>
  <Error>
    <code>XXXXXXXX</code>
    <errorValue>YYYYYYYYYYYYYYYY</ errorValue >
    <description>.....</description>
  </Error>
  <Error>
    <code>XXXXXXXX</code>
    <errorValue>YYYYYYYYYYYYYYYY< /errorValue >
    <description>.....</description>
  </Error>
</Errors>

```

19 Appendix – C

List of XSD changes

Sr. No	File Name	Change	Description
1	additional-info.xsd	Added <additionalCallRequestInfo>	This element is used as an optional parameter for the MakeCall and ProxyMakeCall. Please refer Section 5.2.9 and 5.2.10
2	error-response.xsd	Added new <OpenApiErrorCode> value 'BLOCKED_APPLICATION_VERSION'	This new error code is sent if the Client application is blocked by the server.