



Cisco Webex Calling

Xtended Services Interface

Interface Specification

Document Version 1.9

Notification

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Document Revision History

Version	Reason for Change	Date
1	Created document.	<i>October 9, 2019</i>
1.1	Updated document from review and released.	<i>November 5, 2019</i>
1.2	Updated document to include support for the organizations API.	<i>December 19, 2019</i>
1.3	Adding Call Center APIs	<i>July 29, 2020</i>
1.4	Updated organizations API information.	<i>December 16, 2020</i>
1.5	Updated examples to include externalId and externalIdType	<i>January 29, 2021</i>
1.6	Updating version.	<i>February 17, 2021</i>
1.7	Added: <ul style="list-style-type: none"> • calls/CoachAgent • calls/SilentMonitor • calls/TakeoverAgent • calls/Conference/BargeIn • calls/Conference/SilentMonitor • calls/ConferenceSupervisorCoach 	<i>May 16, 2022</i>
1.8	Added: <ul style="list-style-type: none"> • services/CallPickupGroup 	<i>June 7, 2022</i>
1.9	Updated CallPickupGroup API Response to include uuid.	<i>July 29, 2022</i>

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1 Summary of Interface Changes

This section describes the changes to the Xtended Service Interface (Xsi) interface specification.

1.1 Interface Changes

This is the creation of this document.

1.1.1 Document version 1.1

Updated the URL/address information for Xsi-Actions and Xsi-Events.

1.1.2 Document version 1.2

Updated the process for determining the URL/address information for Xsi-Actions and Xsi-Events to be to use the Organizations API.

1.1.3 Document version 1.3

Added Call Center APIs.

1.1.4 Document version 1.4

Updated organizations API information.

2 Overview

2.1 Purpose

This document is the specification of the Webex Calling Xtended Service Interface. The Webex Calling Xtended Service Interface (hereafter referred to as the Webex Calling Xsi interface) allows remote applications to integrate with Webex Calling to perform telephony-related actions and to be notified about telephony events against subscribers hosted in a Webex Calling-powered network.

The Webex Calling Xsi interface allows applications to control a subscriber's telephony experience by supporting various kinds of call control requests and notifications. The interface defines a rich set of requests for call control, as well as services, and publishes or generates events that are used to inform applications about both call and service-related activity that occurs for subscribers.

For the remainder of this document, the “Webex Calling Xsi interface” and “interface” are used interchangeably, as are the terms “remote application” and “external application”.

Please note Webex Calling Xsi does not allow for the modifications to a users profile or services that are available as part of the BroadWorks Xsi offering. This document covers what is supported as part of Webex Calling.

2.2 About This Document

Each section in this specification document serves a distinct purpose as follows:

- Section [3 Xsi-Actions](#) describes the Xsi-Actions application programming interfaces (APIs). These APIs allow a remote application to control and query Webex Calling. The section contains a functional description along with information on message encoding and backward compatibility. It also provides a detailed description of each command offered.
- Section [4 Xsi-Events](#) describes the Xsi-Events APIs and event notification mechanism. This API is used by a remote application to be notified when activity occurs for Webex Calling-based subscriber. The section contains a functional description along with information on message encoding and backward compatibility. It also provides a detailed description of events and available event packages.
- Section [5 XML Schema](#) describes the structure of the XML schema.

2.3 Scope of This Document

This document describes the functionality provided by Xsi-Actions and Xsi-Events for Webex Calling only.

It assumes understanding of the call and service management concepts used by Webex Calling.

2.4 Webex for Developers

In order to develop applications using the interfaces described in this document, an integration activity and creation of appropriate authorizations must first be established with the Cisco Webex for Developers program [4]. Once the Webex for Developers process is understood, the developer signs up for an integration and gets the authorizations needed for the application.

Webex for Developers' integrations are the method used to request permission to invoke the Webex Calling Xsi requests on behalf of another Webex Teams user. To do this in a secure way the API supports the OAuth 2 standard which allows third-party integrations to get a temporary access token for authenticating API calls instead of asking users for their password. The process for doing this is documented on the Webex for Developers, Integrations and Authorizations webpage [5].

To use the Webex Calling Xsi interface, a Webex account backed by Cisco Webex Common Identity (CI) is required. When making requests to the Webex Calling Xsi interface, an Authentication HTTP header is used to identify the requesting user. This header must include an access token. This access token is an OAuth token obtained during the Webex Integration application process. A Webex Teams user grants permission to your application to perform actions on their behalf. For more information see the Webex for Developers Integrations Guide ([5]). Please note the steps in the Webex Calling Integration Guide provide methods for creation of Webex Bots and specific applications for use with Webex Teams. This is out of the scope of the Webex Calling Xsi Interface and this application is only concerned with establishing the permissions to perform actions on behalf of a user.

Please note, however that in addition to the scopes granted as part of the integration process, the developer must request additional scope(s) for Xsi integration. These scopes are spark:xsi (required for regular users) and spark-admin:xsi for administrator access to Xsi. In order to request the appropriate scopes, an email is sent to webex_calling_xsi_access@cisco.com with the request for the scopes to be granted.

Once the Webex for Developers process has been successfully completed, the application must use bearer authentication and include the access token in the Authorization header of all Xsi requests.

2.4.1 Webex Calling Xsi Endpoint Determination

Webex Calling Xsi integrations are supported locally per-region. As such, the URL used to route to the correct Xsi application per region differs and must be determined as part of the integration.

To determine the appropriate Xsi endpoint to use when creating the API calls, use the Webex for Developers, Organizations API for Xsi Integrations [7]. The Xsi endpoints do not frequently change. However, an application must use this Organizations API to refresh the Xsi endpoints upon application startup and every 24 hours after to changes to the Xsi endpoints are applied upon these infrequent occurrences.

An example of this API's response for a particular user in the US region is shown below

```
{
  id=<CI UUID>,
  displayName=WebEx Self-Service Org,
  created=2012-11-06T01:23:46.631Z,
  xsiDomain=api-test.us.bcl.d.webex.com,
  xsiActionsEndpoint=https://api-test.us.bcl.d.webex.com/com.broadsoft.xsi-actions,
  xsiEventsEndpoint=https://api-test.us.bcl.d.webex.com/com.broadsoft.xsi-events,
  xsiEventsChannelEndpoint=https://api-
test.us.bcl.d.webex.com/com.broadsoft.async/com.broadsoft.xsi-events
}
```

For an example of the usage of this in an application, this document describes the Do Not Disturb feature with the following URL:

- `<xsiActionsEndpoint>/v2.0/user/<userid>/services/DoNotDisturb`.

The actual url sent by by client/device is:

- `https://api-test.us.bcl.d.webex.com/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/DoNotDisturb`.

Note, for information on the format of `<userid>` please refer to Section 2.5 – Determining the UserId.

2.5 Determining the UserId

In order to send Xsi request on behalf of a Webex Calling user, the application must first determine the `userid` to use. The Common Identity ID (which is a UUID), the Common Identity email address, or BroadWorks user ID can be used, however it is strongly recommended the application use the Common Identity ID whenever it is possible. In order to get this ID, the application/user uses the Webex for Developers people API (reference [6]) to get the user details using the Common Identity email address. The application base64 decodes the returned `personId` and extracts the Universally Unique ID (UUID) at the end of the decoded contents. This extracted UUID is the Common Identity ID.

Note: The `userid` returned in the responses is the BroadWorks user Id. When the `externalId` is included in a response, this is the Cisco Common Identity ID. It is strongly recommended the Cisco Common Identity ID is used for all possible requests.

2.5.1 Example of Determining the Cisco Common Identity Id

Connect to the Webex for Developers people API (reference [6]), log in using the user's Cisco Common Identity email address and password, then navigate to the API call for "Get My Own Details" (seen below).

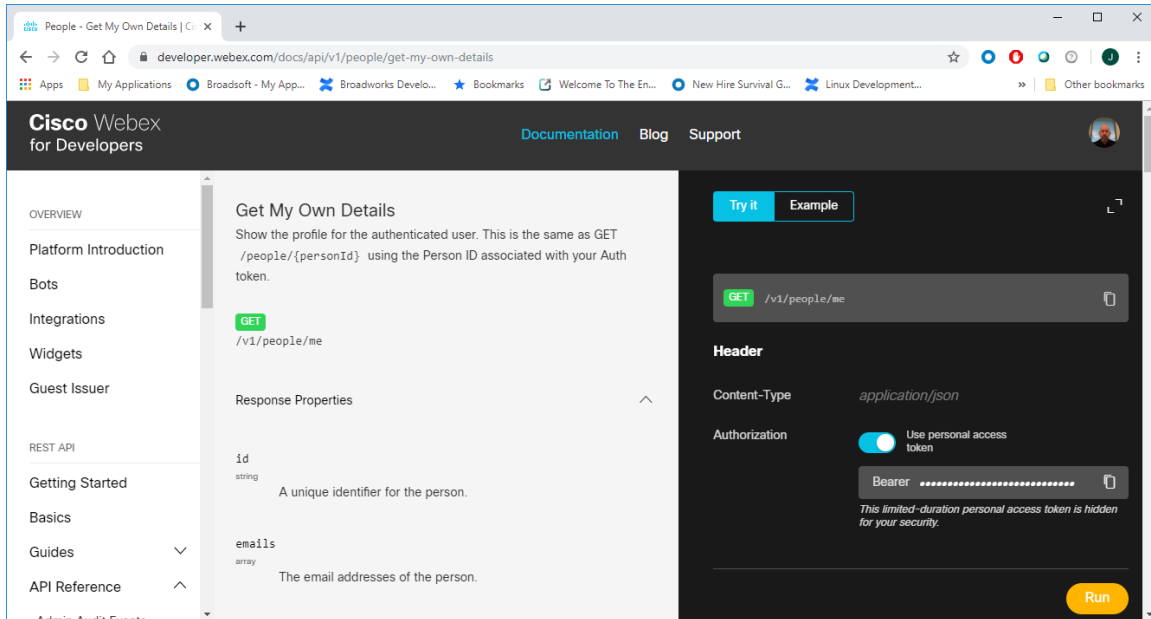


Figure 1 Webex for Developers People API – Get My Own Details

Select "Run" in the lower right corner. An example snippet of the information returned is shown below.

```

/v2.0/user/<userid>/profile/Registrations {
  "id":
  "Y21zY29zcGFya3ovL3VzL1BFT1BMR9mNWIZnJE4Ny1jOGRkLTQ3MjctOGIyZi1mOWM0ND
  dmMjkwNDY",
  "emails": [
    "john.andersen@example.com"
  ],
  "phoneNumbers": [
    {
      "type": "work",
      "value": "+1 408 526 7209"
    }
  ]
}

```

In this response, the information desired is the "id" field. Use a base64 decoder on the value in the id field (without the surrounding quotes) to get the value (shown below).

- ciscospark://us/PEOPLE/f5b36187-c8dd-4727-8b2f-f9c447f29046

The end of the decoded value is the Cisco Common Identity ID for the user (f5b36187-c8dd-4727-8b2f-f9c447f29046)

2.6 Use of the TrackingId

For tracking requests through the Webex Calling system, it is a good practice to include the trackingId header in the Xsi HTTPS request generated by the application. The trackingId header sent in the Xsi HTTPS response is unmodified and contains the same value received in the Xsi request.

The value of the TrackingID includes a sendertype and a uuid part. The format of the TrackingID value MUST be structured as defined in the following ABNF template:

2.6.1 Tracking ID template:

The following is the template used for a trackingID.

trackingid = sendertype uuid

sendertype = 1*ALPHA

uuid = "_" 8HEXDIG "-" 4HEXDIG "-" 4HEXDIG "-" 4HEXDIG "-" 12HEXDIG

example: WX2_550e8400-e29b-41d4-a716-446655440000

The sendertype part of a TrackingID uniquely identifies the immediate sender of the HTTPS request within which the TrackingID is embedded.

The uuid part of a TrackingID is a standard 8-4-4-4-12 hex string representation of a unique 128 bit value.

3 Xsi-Actions

3.1 Overview

Xsi-Actions are a set of RESTful APIs that allow access to resources on Webex Calling. For more information on REST, see the *RESTful Web Services* [1]. Each action is initiated by a client on a resource and a response is returned from a server. The action can be a modification or retrieval of data. Xsi-Actions expose a broad spectrum of functionality to support a variety of web applications. The areas exposed are:

- Call Management – Exposes real-time call control primitives, such as, Click To Dial, Answer, Hold, Transfer, and so on.
- Call Status – Exposes the real-time abilities to retrieve the list of active calls and determine the call state of those calls.
- Call Lists – Exposes the commonly accessed lists, such as placed, received, and missed call logs, as well as enterprise, group, and personal directories.
- Service Management – Exposes the ability to retrieve and configure services managed by the Webex Calling Application Server.

Xsi-Actions allow applications to operate on Webex Calling resources (for example, services or calls) using only the Hypertext Transfer Protocol Secure (HTTPS) and eXtensible Markup Language (XML).

3.2 Message Encoding

Each Xsi-Actions command is encoded in an HTTPS request and is identified using the following attributes:

- Uniform Resource Locator (URL) in the form `<xsiActionsEndpoint>/v2.0/...` For information on the format of the `xsiActionsEndpoint` – please refer to Section 0.
- Method: GET, POST, DELETE or PUT

Some commands have mandatory or optional parameters that are included in the query string of the request. For example:

```
<xsiActionsEndpoint>/v2.0/<command>?parm1=val1&parm2=val2
```

For more information on the value of `<xsiActionsEndpoint>`, please refer to Section 2.4.1 Webex Calling Xsi Endpoint Determination. For each command listed in this document, the mandatory and optional parameters are described along with their allowed values and other information. It should be noted that the order of inclusion of parameters is not relevant and unrecognized parameters included in the query string are simply ignored. A parameter can appear more than once in a query string. This is typically used to specify different values for a parameter that is used as a search criterion.

Example:

```
...&multiValueParm=Value1& multiValueParm=Value2& multiValueParm=Value3
```

Note that if multiple values are present for a parameter, then the decision as to whether to apply a logical OR operation or a logical AND operation among these values depends on the parameter specification.

Whether a query parameter can contain multiple values depends only on the parameter specification. In cases where the URL query strings erroneously contain multiple values for a parameter, then only the first value is taken into consideration.

In the following example, only Value1 is considered and Value2 is ignored.

```
...&singleValueParm=Value1&singleValueParm=Value2
```

3.2.1 Versioning

Xsi-Actions commands are versioned in two ways:

- Using the URL version information specified in the URL itself (“/v2.0/” in the URL). The URL version allows BroadSoft to introduce significant changes to command structures and schemas without breaking backward compatibility to prior Xsi-Actions versions. This document covers only Xsi command URL version v2.0.
- Using the protocol version information specified in the HTTP header. This version header is used to identify the exact protocol version of a “v2.0” URL. The protocol version allows BroadSoft to introduce smaller changes or improvements to existing commands, while also maintaining backward compatibility. For more information, see section [3.2.5.1 Specify Request Version](#).

3.2.2 HTTP Headers

HTTP request headers of interest to Xsi from the remote application include the following:

- **Authorization:** Contains the Access Token. This token was obtained when setting up the Webex for Developers Integration. For more information, refer to the “Getting an Access Token” section of the Webex for Developers Integrations Guide ([5]).
- **Content-type:** Should be set to “application/xml; charset=UTF-8” (recommendation, that is not enforced by Xsi). It can also contain “application/json”. For more information, see section 3.2.3.
- **X-BroadWorks-Protocol-Version:** This header is optional. When set, it specifies the Xsi-Actions protocol version to use. For more information, see section [3.2.5.1 Specify Request Version](#).
- **Accept:** This header is optional and can be set to “application/json”. For more information, see section 3.2.4.
- **trackingId:** This header provides the tracking for request. It is strongly recommended that this is included for all requests.

e.g.: trackingId =ClientApp_550e8400-e29b-41d4-a716-446655440000

HTTP responses are standard (200, 201, and so on) and the headers of interest to the remote application and sent by Xsi-Action include the following:

- If a trackingID was included in the request, the trackingId will be echoed in the response (e.g.: trackingId=ClientApp_550e8400-e29b-41d4-a716-446655440000). This allows an immediate match between the request and the response.
- **Content-type:** “application/xml” or “application/json”. The character set (charset) depends on the type of response. For more information, see section [3.2.4 Character Sets](#).

3.2.3 HTTP Body

The body of an Xsi-Action request or response can optionally carry a whole eXtensible Markup Language (XML) document. The body can be sent by the client on a PUT or POST, or returned to the client on a GET. The XML document must conform to the Xsi schema provided.

3.2.3.1 JSON

JSON is a lightweight text-based format for representing simple data structures. JSON is provided as an alternative to XML. The Xsi-Actions web application effectively translates from JSON-to-XML when it receives request with JSON-formatted contents, and translates from XML-to-JSON when it sends responses to client applications that are expecting JSON-formatted contents. The *BadgerFish* convention (see *What is BadgerFish?* [3]) is used for the translation and is described as follows for convenience.

A remote application can indicate that it is sending JSON-formatted data in a PUT/POST/DELETE in two ways:

- By setting the content-type HTTP header to “application/json”.
- By adding a request parameter format with value “json” in the URL. Note that the URL should appear as usual with the “format=json” appended to it. For example:

```
<xsiActionsEndpoint>
/v2.0/user/<userid>/services/DoNotDisturb?format=json
```

Similarly, a remote application can indicate that it is expecting JSON-formatted data in a GET in two ways:

- By setting the accept HTTP header to “application/json”.
- By adding a request parameter format with value “json” in the URL. The URL should look like as usual with a “format=json” appended to it.

3.2.3.1.1 Translation Conventions

The *BadgerFish* convention is used for translating to/from XML. Client applications are expected to adhere to these conventions when using the Xsi-Actions web application in the JSON format.

- Element names become object properties.
- Text content of elements go in the \$ property of an object.
- Nested elements become nested properties.
- Multiple elements at the same level become array elements.
- Attributes go in properties where the names begin with “@”.
- Active namespaces for an element go in the element’s @xmlns property.
- The default namespace URI goes in @xmlns.\$.
- Other namespaces go in other properties of @xmlns.
- Elements with namespace prefixes become object properties, too.

The *BadgerFish* convention is followed completely, barring one aspect, that is, that *BadgerFish* populates @xmlns in all elements where a namespace is active and not just in the elements where the namespace is declared. This is not followed during the translation to/from XML.

The following is an example of JSON-formatted Xsi response data.

```
{
  "DoNotDisturb": {
    "@xmlns": {"$": "https://schema.broadsoft.com/xsi"},
    "isActive": {"$": "true"},
    "ringSplash": {"$": "true"}
  }
}
```

3.2.4 Character Sets

The following describes how Xsi-Actions determines the character set to use for the encoding of message bodies included in responses:

- Profile, service, and directory command responses – The authorized user's locale determines the character set used. This locale is provisioned against the user on the creation of the user and is set based on the location of the user and can be determined by issuing the GET profile request against the user.
- Call command responses – UTF-8 is always used.
- Platform-level error responses – The Xtended Services Platform's default character set is used. This value should always be UTF-8.

For Webex Calling Xsi integrations, the encoding should be set to UTF-8 to ensure ease of integration. As such, it is also suggested this be specified in the Content-type header (see below).

- Content-type: application/json; charset=utf-8

3.2.5 Requests

Each Xsi-Actions request is versioned. The remote application sending a request specifies the request version by specifying the version with the request. The current supported version is “23.5”.

Each version maps to a specific request functionality. If any change occurs in a request parameter or in the parameters included in the response returned by Webex Calling, then a new version of the request is created, and the existing version remains unchanged.

A remote application issuing a request that provides a specific version always receives the same response format, for as long as that version of the request is supported by Webex Calling.

3.2.5.1 Specify Request Version

The HTTP header *X-BroadWorks-Protocol-Version* is used to specify the request version. The version header needs to accompany a request for Webex Calling to execute the command at the version level supported for Webex Calling. While this header is not required, failure to include the header will result in the earliest version of the request being executed, which may not include changes necessary for Webex Calling functionality.

3.2.5.2 Example

The only valid value *X-BroadWorks-Protocol-Version* value for Webex Calling is “25.0”. An example of this can be seen below.

```
GET https://api-rialto.broadcloudpbx.com/com.broadsoft.xsi-actions
/v2.0/user/f5b36187-c8dd-4727-8b2f-f9c447f29046/profile HTTP/1.1
X-BroadWorks-Protocol-Version: 25.0
User-Agent: bc-uc - UC-One (21.2.1.16 Windows (144))
Host: api-rialto.broadcloudpbx.com
...
Content-type: application/json; charset=utf-8
...
Authorization: bearer
eyJraWQiOiJhdXRoc2VydmljZS4xNTYyOTQ3MDk2IiwidHlwIjoiSldUIiwiaWF0IjoiU1
MyNTYifQ.eyJzdWIiOiJ0YW5pYVZzZXIiXzIzY28uY29tIiwiaXNzIjoiQnJvY
WRXb3JrcyIsImV4cCI6MTU2MzAzOTc1MywiYW0IjoiXjoxNTYyOTUzMzZkZjQ.
bp3SQ4DAUY7N
tBFEz84nnZH0PmazBsAYSeQdCq9UWpuUsgxQ8sJIIAXnf-
B9_OalfQBiiCNxyjGqdFrNjtdbhd-
by7MQD6wIpYdrN90hhMwjrtx64II_NdTMgS4u_GdjhZI-
qMYeTEXgPtB3XEATU5UgetaBqrgSTxlUhezC3Gddn_XRpA2BXI-
ktNF6RIzQ8l8cQIVKkUZeEndnKCN0GeABAA_nt7WWRblrG-
mCiFmNJUEADNt4bTvIpsvgud085uXhTQ5Wy7oKag3C_KObq-BXMB4tCu_lr0iUZApQ9-
GAKsnhrEbOSDlC1X4OBkgZh-ctGbum2uEVBjqalYDg
...
```

3.3 Backward Compatibility/Versioning

3.3.1 Requests

Each Xsi-Actions request is versioned. The remote application sending a request specifies the request version by specifying the version with the request. Examples of request versions are “19.0”, “20.0”, and so on.

Each version maps to a specific request functionality. If any change occurs in a request parameter or in the parameters included in the response returned by BroadWorks, then a new version of the request is created and the existing version remains unchanged.

A remote application issuing a request that provides a specific version always receives the same response format, for as long as that version of the request is supported by BroadWorks.

3.3.1.1 Specify Request Version

The HTTP header *X-BroadWorks-Protocol-Version* is used to specify the request version. The version header needs to accompany a request for BroadWorks to execute the command at the version of the request that is present in the version header. If the version header is not specified, the version used corresponds to the current BroadWorks Xsi version deployed to the system.

3.3.1.2 Example

Assuming an existing request in BroadWorks Release 20.0 is modified in Release 21.0 (for example, an additional parameter is returned in the response), a remote application could issue a request with *X-BroadWorks-Protocol-Version* set to “20.0” or “21.0”. In this case, specifying “20.0” against a BroadWorks 21.0 deployment returns a response identical to the one issued for a 20.0 deployment. Specifying “21.0” returns a response with the changes as documented for the command’s new version.

3.3.2 Version Value

Xsi-Actions request versions are defined using a character string. In general, this string corresponds to the major BroadWorks release number (for example "20.0") the request was introduced. In some cases, however, requests are made available earlier through the use of intermediate version value (for example "18.sp3", "19.sp5", and so on). As a result, the request versions can differ from the BroadWorks software release number currently.

To illustrate this, look at the following example. A new `/v2.0/user/<userid>/services/DoNotDisturb GET` request is introduced in BroadWorks Release 24.0 and is made available in Release 22.0 through a software patch. This software patch provides access to this new functionality by introducing version "23.5" of the `/v2.0/user/<userid>/services/DoNotDisturb GET` request. As a result, a remote application can make use of the new functionality by setting the version to "23.5" in the request or could access the former functionality by leaving the version set to "22.0".

Please note, for Webex Calling, it is strongly suggested the implementation use the latest version value (currently 25.0).

3.3.3 XML Schema

The XML schema defines types used by the Xsi and is published with every release of BroadWorks. A schema is associated to an Xsi-Actions version (that is, the schema associated with Xsi version "21.0" is made available with BroadWorks Release 21.0).

The XML schema can also be published if software patches introduces an Xsi-Actions change within a release (that is, the schema for Xsi-Actions version "19.sp5" is published along with its associated software patch).

The changes to the schema are documented with the schema files. For example, assuming the `DoNotDisturb` type has been modified; schema files in the BroadWorks release in which the modification occurred would document this change.

For more information on the XML schema, see section [5 XML Schema](#).

3.4 Command Description

3.4.1 Command Listing

Each Xsi-Actions command URL is located in the high-level structure illustrated in *Figure 2*.

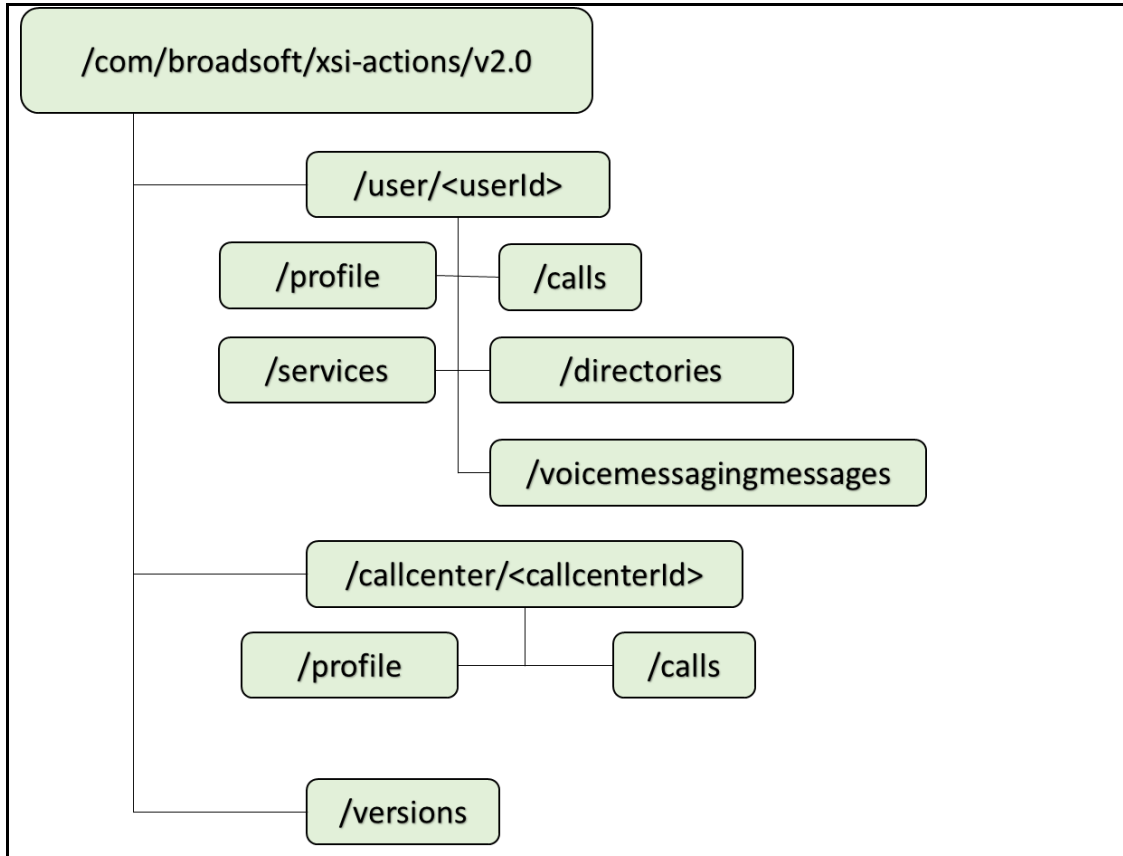


Figure 2 High-level Structure

The remainder of this section lists each Xsi-Actions command. These listings represent the complete API for Xsi-Actions. Since the xsiActionsEndpoint portion of the URL is common to all command URLs, the following listings begin with /v2.0.

3.4.1.1 User Profile Commands

```

/v2.0/user/<userid>/profile
/v2.0/user/<userid>/profile/Fac
/v2.0/user/<userid>/profile/Schedule
/v2.0/user/<userid>/profile/Schedule/Holiday
/v2.0/user/<userid>/profile/Schedule/Holiday/<scheduleName>
/v2.0/user/<userid>/profile/Schedule/Time
/v2.0/user/<userid>/profile/Schedule/Time/<scheduleName>
/v2.0/user/<userid>/profile/Registrations

```

3.4.1.2 User Services Commands

```

/v2.0/user/<userid>/services
/v2.0/user/<userid>/services/AlternateNumbers
/v2.0/user/<userid>/services/AnonymousCallRejection
/v2.0/user/<userid>/services/AutomaticCallback
/v2.0/user/<userid>/services/BargeInExempt
/v2.0/user/<userid>/services/BroadWorksAnywhere
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>/Criteria
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>/Criteria
/<criteriaName>
/v2.0/user/<userid>/services/BroadWorksMobility
/v2.0/user/<userid>/services/BroadWorksMobility/MobileIdentity/<mobileNumber>
/v2.0/user/<userid>/services/BusyLampField
/v2.0/user/<userid>/services/BusyLampField/MonitoredUsers
/v2.0/user/<userid>/services/BusyLampField/AvailableUsers
/v2.0/user/<userid>/services/BwReceptionist
/v2.0/user/<userid>/services/BwReceptionist/MonitoredUsers
/v2.0/user/<userid>/services/BwReceptionist/AvailableUsers
/v2.0/user/<userid>/services/CallCenter
/v2.0/user/<userid>/services/CallForwardingAlways
/v2.0/user/<userid>/services/CallForwardingBusy
/v2.0/user/<userid>/services/CallForwardingNoAnswer
/v2.0/user/<userid>/services/CallForwardingNotReachable
/v2.0/user/<userid>/services/CallForwardingSelective
/v2.0/user/<userid>/services/CallForwardingSelective/criteria
/v2.0/user/<userid>/services/CallForwardingSelective/criteria/<criteriaName>
/v2.0/user/<userid>/services/CallingLineIDBlockingOverride
/v2.0/user/<userid>/services/CallingLineIDDeliveryBlocking
/v2.0/user/<userid>/services/CallingNameRetrieval
/v2.0/user/<userid>/services/CallNotify
/v2.0/user/<userid>/services/CallPark
/v2.0/user/<userid>/services/SpeedDial100/<code>
/v2.0/user/<userid>/services/VoiceMessaging
/v2.0/user/<userid>/services/VoiceMessaging/Aliases
/v2.0/user/<userid>/services/VoiceMessaging/Aliases/<phoneNumber>
/v2.0/user/<userid>/services/VoiceMessaging/DistributionLists/<listid>
/v2.0/user/<userid>/services/VoiceMessaging/Greetings

```

```

/v2.0/user/<userid>/services/VoiceMessaging/MailServer
/v2.0/user/<userid>/services/VoicePortal
/v2.0/user/<userid>/services/CallPickupGroup
/v2.0/user/<userid>/services/CallRecording
/v2.0/user/<userid>/services/CallTransfer
/v2.0/user/<userid>/services/CallWaiting
/v2.0/user/<userid>/services/ConnectedLineIdentificationPresentation
/v2.0/user/<userid>/services/ConnectedLineIdentificationRestriction
/v2.0/user/<userid>/services/DirectedCallPickup
/v2.0/user/<userid>/services/DirectedCallPickupWithBargeIn
/v2.0/user/<userid>/services/DoNotDisturb
/v2.0/user/<userid>/services/Executive
/v2.0/user/<userid>/services/Executive/assistants/AvailableUsers
/v2.0/user/<userid>/services/Executive/Assistants
/v2.0/user/<userid>/services/Executive/assistants/AssignedUsers
/v2.0/user/<userid>/services/Executive/filtering
/v2.0/user/<userid>/services/Executive/filtering/criteria
/v2.0/user/<userid>/services/executive/filtering/criteria/<criterianame>
/v2.0/user/<userid>/services/executive/Screening
/v2.0/user/<userid>/services/executive/Alerting
/v2.0/user/<userid>/services/ExecutiveAssistant
/v2.0/user/<userid>/services/ExternalCallingLineIDDelivery
/v2.0/user/<userid>/services/FaxMessaging
/v2.0/user/<userid>/services/HotelingHost
/v2.0/user/<userid>/services/HotelingGuest
/v2.0/user/<userid>/services/InternalCallingLineIDDelivery
/v2.0/user/<userid>/services/MusicOnHold
/v2.0/user/<userid>/services/services/OutgoingMwi
/v2.0/user/<userid>/services/services/PriorityAlert
/v2.0/user/<userid>/services/services/PriorityAlert/Criteria
/v2.0/user/<userid>/services/services/PriorityAlert/Criteria
/<criteriaName>
/v2.0/user/<userid>/services/services/Privacy
/v2.0/user/<userid>/services/privacy/AllowedUsers
/v2.0/user/<userid>/services/privacy/AvailableUsers
/v2.0/user/<userid>/services/services/PushToTalk
/v2.0/user/<userid>/services/PushToTalk/AllowedUsers
/v2.0/user/<userid>/services/PushToTalk/AvailableUsers
/v2.0/user/<userid>/services/SelectiveCallAcceptance
/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria
/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria/<criterianame>
e>
/v2.0/user/<userid>/services/SelectiveCallRejection
/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria
/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria/<criterianame>
>
/v2.0/user/<userid>/services/SequentialRing
/v2.0/user/<userid>/services/SequentialRing/Criteria
/v2.0/user/<userid>/services/SequentialRing/Criteria/<criterianame>
/v2.0/user/<userid>/services/SimultaneousRingPersonal
/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria
/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria/<criterianame>
me>

```



```
/v2.0/user/<userid>/services/SpeedDial100  
/v2.0/user/<userid>/services/SpeedDial100/<code>  
/v2.0/user/<userid>/services/VoiceMessaging  
/v2.0/user/<userid>/services/VoiceMessaging/Aliases  
/v2.0/user/<userid>/services/VoiceMessaging/Aliases/<phoneNumber>  
/v2.0/user/<userid>/services/VoiceMessaging/DistributionLists/<listid>  
/v2.0/user/<userid>/services/VoiceMessaging/Greetings  
/v2.0/user/<userid>/services/VoiceMessaging/MailServer  
/v2.0/user/<userid>/services/VoicePortal
```

3.4.1.3 User Call Control Commands

```
/v2.0/user/<userid>/calls  
/v2.0/user/<userid>/calls/New  
/v2.0/user/<userid>/calls/<callid>  
/v2.0/user/<userid>/calls/<callid>/BlindTransfer  
/v2.0/user/<userid>/calls/<callid>/ClientSessionInfo  
/v2.0/user/<userid>/calls/<callid1>/ConsultTransfer/<callid2>  
/v2.0/user/<userid>/calls/<callid>/GroupCallPark  
/v2.0/user/<userid>/calls/<callid>/Hold  
/v2.0/user/<userid>/calls/<callid>/MuteTransfer  
/v2.0/user/<userid>/calls/<callid>/Park  
/v2.0/user/<userid>/calls/<callid>/PauseRecording  
/v2.0/user/<userid>/calls/<callid>/Reconnect  
/v2.0/user/<userid>/calls/<callid>/Record  
/v2.0/user/<userid>/calls/<callid>/ResumeRecording  
/v2.0/user/<userid>/calls/<callid>/StopRecording  
/v2.0/user/<userid>/calls/<callid>/Talk  
/v2.0/user/<userid>/calls/<callid>/TransmitDTMF  
/v2.0/user/<userid>/calls/<callid>/VmTransfer  
/v2.0/user/<userid>/calls/AutomaticCallback  
/v2.0/user/<userid>/calls/CallPickup  
/v2.0/user/<userid>/calls/CallRetrieve  
/v2.0/user/<userid>/calls/CallReturn  
/v2.0/user/<userid>/calls/CoachAgent  
/v2.0/user/<userid>/calls/Conference/<callid>  
/v2.0/user/<userid>/calls/Conference/<callid>/Deaf  
/v2.0/user/<userid>/calls/Conference/<callid>/Mute  
/v2.0/user/<userid>/calls/Conference/<callid>/UnDeaf  
/v2.0/user/<userid>/calls/Conference/<callid>/UnMute  
/v2.0/user/<userid>/calls/Conference/BargeIn  
/v2.0/user/<userid>/calls/Conference/Hold  
/v2.0/user/<userid>/calls/Conference/SilentMonitor  
/v2.0/user/<userid>/calls/Conference/SupervisorCoach  
/v2.0/user/<userid>/calls/Conference/Talk  
/v2.0/user/<userid>/calls/Conference/Mute  
/v2.0/user/<userid>/calls/Conference/Unmute  
/v2.0/user/<userid>/calls/DirectedCallPickup  
/v2.0/user/<userid>/calls/DirectedCallPickupBargeIn  
/v2.0/user/<userid>/calls/<callid>/ExecutiveAssistantCallPush  
/v2.0/user/<userid>/calls/ExecutiveAssistantInitiateCall  
/v2.0/user/<userid>/calls/HookStatus
```

```
/v2.0/user/<userid>/calls/Imrn  
/v2.0/user/<userid>/calls/LastNumberRedial  
/v2.0/user/<userid>/calls/ParkRetrieve  
/v2.0/user/<userid>/calls/PushToTalk  
/v2.0/user/<userid>/calls/SilentMonitor  
/v2.0/user/<userid>/calls/TakeoverAgent  
/v2.0/user/<userid>/calls/MessageSummary
```

3.4.1.4 User Directory Commands

```
/v2.0/user/<userid>/directories/BroadWorksAnywherePortal  
/v2.0/user/<userid>/directories/CallCenters?user=Agent  
/v2.0/user/<userid>/directories/CallLogs  
/v2.0/user/<userid>/directories/CallLogs/Missed  
/v2.0/user/<userid>/directories/CallLogs/Missed/<callLogId>  
/v2.0/user/<userid>/directories/CallLogs/Placed  
/v2.0/user/<userid>/directories/CallLogs/Placed/<callLogId>  
/v2.0/user/<userid>/directories/CallLogs/Received  
/v2.0/user/<userid>/directories/CallLogs/Received/<callLogId>  
/v2.0/user/<userid>/directories/CustomContact  
/v2.0/user/<userid>/directories/CustomContact/<directoryName>  
/v2.0/user/<userid>/directories/Enterprise  
/v2.0/user/<userid>/directories/EnterpriseCommon  
/v2.0/user/<userid>/directories/Group  
/v2.0/user/<userid>/directories/GroupCommon  
/v2.0/user/<userid>/directories/HotelingHosts  
/v2.0/user/<userid>/directories/Personal
```

3.4.1.5 Voice Messaging Messages Commands

```
/v2.0/user/<userid>/VoiceMessagingMessages  
/v2.0/user/<userid>/VoiceMessagingMessages/MarkAllAsUnread  
/v2.0/user/<userid>/VoiceMessagingMessages/MarkAllAsRead  
/v2.0/user/<userid>/VoiceMessagingMessages/<messageId>  
/v2.0/user/<userid>/VoiceMessagingMessages/<messageId>/MarkAsUnread  
/v2.0/user/<userid>/VoiceMessagingMessages/<messageId>/MarkAsRead
```

3.4.1.6 Call Center Profile Commands

```
/v2.0/callcenter/<callcenterid>/profile
```

3.4.1.7 Call Center Call Control Commands

```
/v2.0/callcenter/<callcenterid>/calls  
/v2.0/callcenter/<callcenterid>/calls/<callid>  
/v2.0/callcenter/<callcenterid>/calls/<callid>/BlindTransfer  
/v2.0/callcenter/<callcenterid>/calls/<callid>/Reorder
```

3.4.1.8 Version Command

```
/v2.0/versions
```

3.4.2 User Profile Commands: /user/<userid>/profile

3.4.2.1 profile

This command is used to retrieve the profile information for a particular user. It returns information about a user as stored in Webex Calling. It also allows for retrieval of users' feature access codes (FACs) and device registrations, as well as schedules, for the Holiday and Time Schedule services.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1" ?> <Profile xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <details> <userId>negi001@172.16.25.102</userId> <externalId>39b8a245-644a-4a60-8f1d- 8ec206c3a689</externalId> <externalIdType>User</externalIdType> <firstName>Subhash</firstName> <lastName>Negi</lastName> <groupId>gpl</groupId> <serviceProvider isEnterprise="false"> spl</serviceProvider> <number>5006007004</number> <extension>7004</extension> </details> <fac>/v2.0/user/negi001@172.16.25.102/profile/Fac </fac> <registrations>/v2.0/user/negi001@172.16.25.102/profile/Reg istrations </registrations> <scheduleList>/v2.0/user/negi001@172.16.25.102/profile/Sche dule </scheduleList> <countryCode>1</countryCode></Profile> </pre>

3.4.2.2 profile/Fac

This command is used to retrieve all feature access codes configured for services, which are assigned for a particular user. For each feature access code, the name and code are returned. If an alternate code has been defined for a feature access code in Webex Calling, then that alternate code is also returned.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/Fac
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <FAC xmlns="http://schema.broadsoft.com/xsi"> <featureAccessCode> <codeName>Night Service Activation Manual Override</codeName> <code>#70</code> <alternateCode>#60</alternateCode> </featureAccessCode> <featureAccessCode> <codeName>Call Forwarding Not Reachable Deactivation</codeName> <code>*95</code> </featureAccessCode> </FAC></pre>

3.4.2.3 profile/PushNotificationRegistrations

This command allows the remote application to issue a command to the Application Server to retrieve (GET) push notification registrations for a target user.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/PushNotificationRegistrations
Command Category	Profile
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="UTF-8"?> <PushNotificationRegistrations xmlns="http://schema.broadsoft.com/xsi"> <pushNotificationRegistration> <applicationId>com.broadsoft.enterprise.iris</applicationId> <applicationVersion>1.1.8</applicationVersion> <registrationId>android-res1-johnsmith- dev1</registrationId> <deviceOSType>Android</deviceOSType> <deviceOSVersion>8.2</deviceOSVersion> <deviceTokenList> <deviceToken> <token>FE66489F304DC75B8D6E8200DFF8A456E8D518741C92C6660</to ken> <pushNotificationEvents> <event>NEW_CALL</event> <event>CALL_UPD</event> <event>NEW_TEXT_MSG</event> </pushNotificationEvents> </deviceToken> </deviceTokenList> </pushNotificationRegistration> <pushNotificationRegistration> <applicationId>com.broadsoft.ucone2015</applicationId> <applicationVersion>1.1.1.0</applicationVersion> <registrationId>apple-res1-johnsmith- dev1</registrationId> <deviceOSType>iOS</deviceOSType> <deviceOSVersion>8.4.0</deviceOSVersion> <deviceTokenList> <deviceToken> <token>8eea961fda8ea893a2d1bfd7262cbf4c52df4d4d53bdc947c8f7b 7475f4cfb1a</token> <pushNotificationEvents> <event>NEW_CALL</event> <event>CALL_UPD</event> </pushNotificationEvents> </deviceTokenList> </pushNotificationRegistration> </PushNotificationRegistrations> </pre>

```

        </deviceToken>
        <deviceToken>

<token>8eea961fda8ea893a2d1bfd7262cbf4c52df4d4d53bdc947c8f7b
7475f4c1111</token>
        <pushNotificationEvents>
            <event>NEW_TEXT_MSG</event>
        </pushNotificationEvents>
        </deviceToken>
    </deviceTokenList>
    </pushNotificationRegistration>
</PushNotificationRegistrations>

```

Parameter Description

Parameter Name	Allowed Values	Optional / Mandatory	Description
<i>registrationId</i>	String	Optional (GET)	<p>The unique ID associated with the application instance when it registered for push notifications.</p> <p>This parameter is optional for DELETE and GET. For additional behavior, see section 3.4.2.3 profile/PushNotificationRegistrations.</p>

3.4.2.4 profile/Schedule

This command is used to retrieve the schedules assigned to a user. Holiday and Time schedules form the list of schedules a user can have. This command returns the name and type of each user schedule.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/Schedule
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <ScheduleList xmlns="http://schema.broadsoft.com/xsi"> <timeSchedules> <timeSchedule> <level>User</level> <name>SomeUserSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/time/SomeUserSchedule?scheduleLevel=User</uri> </timeSchedule> <timeSchedule> <level>Group</level> <name>SomeGroupSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/time/SomeGroupSchedule?scheduleLevel=Group</uri> </timeSchedule> <timeSchedule> <level>Enterprise</level> <name>SomeEnterpriseSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/time/SomeUserSchedule?scheduleLevel=Enterprise</uri> </timeSchedule> </timeSchedules> <holidaySchedules> <holidaySchedule> <level>User</level> <name>SomeUserSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/holiday/SomeUserSchedule?scheduleLevel=User</uri> </holidaySchedule> <holidaySchedule> <level>Group</level> <name>SomeGroupSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/holiday/SomeGroupSchedule?scheduleLevel=Group</uri> </holidaySchedule> <holidaySchedule> <level>Enterprise</level> <name>SomeEnterpriseSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/holiday/SomeUserSchedule?scheduleLevel=Enterprise</uri> </holidaySchedule> </holidaySchedules> </ScheduleList></pre>

	<pre> </holidaySchedule> </holidaySchedules> </SchedulesList> </pre>
--	--

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	Optional	<p>Specifies the level to query for the schedule.</p> <p>The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.2.4.1 profile/Schedule/Holiday

This command is used to retrieve only the list of Holiday schedules assigned to a user. The response here is a subset of the profile/Schedule command, returning only schedules of type="Holiday".

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/schedule/holiday
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <holidaySchedules> <holidaySchedule> <level>User</level> <name>SomeUserSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/holiday/SomeUserSchedule?scheduleLevel=User</uri> </holidaySchedule> <holidaySchedule> <level>Group</level> <name>SomeGroupSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/holiday/SomeGroupSchedule?scheduleLevel=Group</uri> </holidaySchedule> <holidaySchedule> <level>Enterprise</level> <name>SomeEnterpriseSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/holiday/SomeUserSchedule?scheduleLevel=Enterprise</uri> </holidaySchedule> </holidaySchedules></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	Optional	<p>Specifies the level to query for the schedule.</p> <p>The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.2.4.2 *profile/Schedule/Holiday/<scheduleName>*

This command is used to retrieve detailed information about the specified Holiday schedule. The response lists information about the Holiday schedule, as well as all events that are defined within this schedule.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/Schedule/Holiday/<scheduleName>
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1" ?> <Schedule xmlns="http://schema.broadsoft.com/xsi"> <scheduleDetail type="Time"> <name>HolidayOne</name> <level>User</level> <events> <eventDetail> <eventName>HolidayEventOne</eventName> <startDate>2010-03-22+05:30</startDate> <allDayEvent>true</allDayEvent> <endDate>2010-03-23+05:30</endDate> <recurrence> <recurDaily> <recurInterval>2</recurInterval> </recurDaily> <recurEndOccurrence>2 </recurEndOccurrence> </recurrence> </eventDetail> <eventDetail> <eventName>HolidayEventTwo</eventName> <startDate>2010-03-23+05:30</startDate> <startTime> <hour>8</hour> <minute>0</minute> </startTime> <endTime> <hour>22</hour> <minute>0</minute> </endTime> <endDate>2010-03-24+05:30</endDate> <recurrence> <recurWeekly> <recurInterval>1</recurInterval> <sunday>>false</sunday> <monday>>false</monday> <tuesday>true</tuesday> <wednesday>>false</wednesday></pre>

```

        <thursday>true</thursday>
        <friday>>false</friday>
        <saturday>true</saturday>
    </recurWeekly>
    <recurEndDate>2010-03-24+05:30
    </recurEndDate>
</recurrence>
</eventDetail>
</events>
</scheduleDetail>
</Schedule>

```

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	Optional	<p>Specifies the level to query for the schedule.</p> <p>The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.2.4.3 profile/Schedule/Time

This command is used to retrieve on the list of Time schedules assigned to a user. The response here is a subset of the profile/Schedule command, returning only schedules of type="Time".

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/Schedule/Time
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <timeSchedules> <timeSchedule> <level>User</level> <name>SomeUserSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/time/SomeUserSchedule?scheduleLevel=User</uri> </timeSchedule> <timeSchedule> <level>Group</level> <name>SomeGroupSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/time/SomeGroupSchedule?scheduleLevel=Group</uri> </timeSchedule> <timeSchedule> <level>Enterprise</level> <name>SomeEnterpriseSchedule</name> <uri>/v2.0/user/user@domain.net/profile/schedule/time/SomeEnterpriseSchedule?scheduleLevel=Enterprise</uri> </timeSchedule> </timeSchedules></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	Optional	<p>Specifies the level to query for the schedule.</p> <p>Default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid.</p> <p>Example:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.2.4.4 profile/Schedule/Time/<scheduleName>

This command is used to retrieve detailed information about the specified Time schedule, identified by the name in the command's URL. The response lists information about the time schedule, as well as all events that are defined within this schedule.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/Schedule/Time/<scheduleName>
Command Category	Service Management
Methods	GET
GET Request - Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1" ?> <Schedule xmlns="http://schema.broadsoft.com/xsi"> <scheduleDetail type="Time"> <name>TimeSchedule</name> <level>User</level> <events> <eventDetail> <eventName>TimeEventOne</eventName> <startDate>2010-03-26+05:30</startDate> <startTime> <hour>7</hour> <minute>30</minute> </startTime> <endTime> <hour>23</hour> <minute>30</minute> </endTime> <endDate>2010-03-28+05:30</endDate> <recurrence> <recurYearlyByWeek> <recurInterval>1</recurInterval> <dayOfWeek>Tuesday</dayOfWeek> <dayOfWeekInMonth>Fourth</dayOfWeekInMonth> <month>June</month> </recurYearlyByWeek> <recurEndOccurrence>2</recurEndOccurrence> </recurrence> </eventDetail> <eventDetail> <eventName>TimeEventTwo</eventName> <startDate>2010-04-01+05:30</startDate> <allDayEvent>true</allDayEvent> <endDate>2010-04-02+05:30</endDate> <recurrence> <recurMonthlyByWeek> <recurInterval>1</recurInterval> </recurMonthlyByWeek> </recurrence> </eventDetail> </events> </scheduleDetail> </Schedule> </pre>

```

        <dayOfWeekInMonth>Third
        </dayOfWeekInMonth>
        <dayOfWeek>Saturday</dayOfWeek>
        </recurMonthlyByWeek>
        <recurEndDate>2010-04-02+05:30
        </recurEndDate>
    </recurrence>
</eventDetail>
</events>
</scheduleDetail>
</Schedule>

```

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	Optional	<p>Specifies the level to query for the schedule.</p> <p>The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.2.5 profile/Registrations

This command is used to retrieve the list of Session Initiation Protocol (SIP) registrations that belong to devices or device endpoints that belong to a user.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/profile/Registrations
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1" ?> <Registrations xmlns="http://schema.broadsoft.com/xsi"> <registration> <endpointType>Primary</endpointType> <uri>sip:9998881010@64.215.212.105:41106</uri> <expiration>Wed Apr 07 06:24:51 EDT 2010 </expiration> <linePort>9998881010@as.eng.broadsoft.com </linePort> <publicIP>10.16.150.100</publicIP> <publicPort>5060</publicPort> <privateIP>192.168.1.51</privateIP> <privatePort>5060</privatePort> <userAgent>Grandstream BT100 1.0.5.23</userAgent> </registration> </Registrations></pre>

3.4.3 User Services Commands: /user/<userid>/services

3.4.3.1 Services

This command is used to retrieve all assigned services for the identified subscriber. The response contains the service names and the corresponding Xtended Services Interface resource URL for the service, if the Xtended Services Interface has support for that service. If a particular service is not available via Xsi-Actions, the corresponding resource tag for that service is not present in the response.

This command would allow, for example, a client/application to query all services assigned to a user, and then simply access the URL provided in the <uri> tag to present information for each specific service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <Services xmlns="http://schema.broadsoft.com/xsi"> <service> <name>Anonymous Call Rejection</name> <uri>/v2.0/user/negi001@172.16.25.102/services/anonymou scallrejection </uri> </service> <service> <name>Do Not Disturb</name> <uri>/v2.0/user/negi001@172.16.25.102/services/donotdis turb </uri> </service> <service> <name>Hoteling Guest</name> <uri>/v2.0/user/negi001@172.16.25.102/services/hoteling guest </uri> </service> </Services></pre>

3.4.3.2 services/AlternateNumbers

This command is used to retrieve the user's alternate numbers that has already been configured by the administrator.

- Retrieving the list of alternate numbers: An HTTP GET retrieves the list of alternate numbers.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/AlternateNumbers
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1" ?> <AlternateNumbers xmlns="http://schema.broadsoft.com/xsi"> <distinctiveRing>true</distinctiveRing> <numbers> <numberEntry> <alternateNumberId>1</alternateNumberId> <phoneNumber>5006007014</phoneNumber> <extension>7014</extension> <ringPattern>Short-Short-Long</ringPattern> </numberEntry> <numberEntry> <alternateNumberId>2</alternateNumberId> <phoneNumber>5006007015</phoneNumber> <extension>7015</extension> <ringPattern>Long-Long</ringPattern> </numberEntry> </numbers> </AlternateNumbers></pre>

3.4.3.3 services/AnonymousCallRejection

This command is used to retrieve (GET method) the settings of Anonymous Call Rejection.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/AnonymousCallRejection
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <AnonymousCallRejection xmlns="http://schema.broadsoft.com/xsi"> <active>>false</active> </AnonymousCallRejection></pre>

3.4.3.4 services/AutomaticCallback

This command is used to retrieve (GET method) the settings of the Automatic Callback service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/AutomaticCallback
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AutomaticCallback xmlns="http://schema.broadsoft.com/xsi"> <active>>false</active> </AutomaticCallback>

3.4.3.5 services/BargeInExempt

This command is used to retrieve (GET method) the settings of the Barge-In Exempt service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BargeInExempt
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BargeInExempt xmlns="http://schema.broadsoft.com/xsi"> <active>>true</active> </BargeInExempt>

3.4.3.6 services/BroadWorksAnywhere

This command is used to retrieve (GET method) the settings of the BroadWorks Anywhere service.

An HTTP GET also retrieves a list of BroadWorks Anywhere locations, which includes the URL that can be used to obtain details on each location.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BroadWorks Anywhere
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksAnywhere xmlns="http://schema.broadsoft.com/xsi"> <alertAllLocationsForClickToDialCalls>>false </alertAllLocationsForClickToDialCalls> <alertAllLocationsForGroupPagingCalls>>false </alertAllLocationsForGroupPagingCalls> <locations> <location> <locationUri> /v2.0/user/negi004@172.16.25.102/services/BroadWorksanywher e/location/34234234 </locationUri> <phoneNumber>34234234</phoneNumber> <active>>true</active> <description>Testing</description> </location> </locations> </BroadWorksAnywhere></pre>

3.4.3.6.1 *services/BroadWorksAnywhere/Location/<number>*

This command is used to retrieve (GET method) a BroadWorks Anywhere location.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number></code>
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksAnywhereLocation xmlns="http://schema.broadsoft.com/xsi"> <phoneNumber>34234234</phoneNumber> <description>Testing</description> <active>true</active> <outboundAlternateNumber> 4534345345 </outboundAlternateNumber> <BroadWorksCallControl>true</BroadWorksCallControl> <useDiversionInhibitor>true</useDiversionInhibitor> <answerConfirmationRequired> false </answerConfirmationRequired> <criteriaActivation> <criteriaName>Busy</criteriaName> <active>true</active> <uri> /v2.0/user/negi004@172.16.25.102/services/BroadWorksanywhere/location/34234234/Criteria/Busy </uri> </criteriaActivation> </BroadWorksAnywhereLocation> </pre>

3.4.3.6.2 `services/BroadWorksAnywhere/Location/<number>/Criteria/<criteriaName>`

This command is used to retrieve (GET method) criteria for a BroadWorks Anywhere location.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>/Criteria/<criteriaName></code>
Command Category	Service Management
Methods	GET
GET Request Content	No Content Sent
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksAnywhereLocationCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>MyCriteria</criteriaName> <timeSchedule> <level>Group</level> <name>MyCriteria</name> <uri>/v2.0/user/user@domain.net/profile/schedule/time/SomeGroupSchedule?scheduleLevel=Group</uri> </timeSchedule> <criteriaFromDn> <fromDnCriteriaSelection>Any</fromDnCriteriaSelection> <includeAnonymousCallers>false</includeAnonymousCallers> <includeUnavailableCallers>false </includeUnavailableCallers> </criteriaFromDn> <criteriaCallToNumber> <callToNumber> <type>Primary</type> </callToNumber> <callToNumber> <type>Alternate</type> <alternateNumberId>1</alternateNumberId> </callToNumber> <callToNumber> <type>Mobility</type> <mobilePhoneNumber>2223334444</mobilePhoneNumber> </callToNumber> </criteriaCallToNumber> </criteria> </BroadWorksAnywhereLocationCriteria> </pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	O	<p>Specifies the level to query for the schedule.</p> <p>Default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.3.7 services/BroadWorksMobility

This command allows the retrieval (GET method) of BroadWorks Mobility user's Mobility service configuration.

The GET request also retrieves a list of mobile identities, which includes the URL that can be used to obtain details on each identity.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BroadWorks mobility
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksMobility xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <allowCallAnchoringControl>true</allowCallAnchoringControl> <preventCallsToOwnMobiles>false</preventCallsToOwnMobiles> <profileIdentity> <profileAlertingPolicy> <devicesToRing>Fixed</devicesToRing> <includeSharedCallAppearance>true</includeSharedCallAppearance> <includeBroadWorksAnywhere>true</includeBroadWorksAnywhere> <includeExecutiveAssistant>true</includeExecutiveAssistant> </profileAlertingPolicy> </profileIdentity> <mobileIdentity> <mobileNumber>5146977803</mobileNumber> <enableAlerting>true</enableAlerting> <primary>true</primary> <identityUri>/v2.0/user/north03@mtlasdev77.net/services/BroadWorks mobility/mobileIdentity/5146977803</identityUri> </mobileIdentity> </BroadWorksMobility></pre>

3.4.3.7.1 *services/BroadWorksMobility/MobileIdentity/<number>*

This command allows the retrieval (GET method) of BroadWorks Mobility user's mobile identity configuration.

The GET request also provides a URL to access the time of day or holiday schedules used in call anchoring configuration.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BroadWorksMobility/MobileIdentity/<mobileNumber>
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksMobilityMobileIdentity xmlns="http://schema.broadsoft.com/xsi"> <mobileNumber>9725551111</mobileNumber> <description>Business Galaxy-S4</description> <enableAlerting>true</enableAlerting> <primary>true</primary> <alertAgentCalls>true</alertAgentCalls> <alertClickToDialCalls>true</alertClickToDialCalls> <alertGroupPagingCalls>true</alertGroupPagingCalls> <useMobilityCallingLineID>false</useMobilityCallingLineID > <useDiversionInhibitor>true</useDiversionInhibitor> <answerConfirmationRequired>true</answerConfirmationRequired> <BroadWorksCallControl>true</BroadWorksCallControl> <mobileAlertingPolicy> <devicesToRing>Both</devicesToRing> <includeSharedCallAppearance> true </includeSharedCallAppearance> <includeBroadWorksAnywhere> true </includeBroadWorksAnywhere> <includeExecutiveAssistant> true </includeExecutiveAssistant> <mobileNumbersAlertList> <mobileNumber>9725551111</mobileNumber> <mobileNumber>9726661111</mobileNumber> </mobileNumbersAlertList> </mobileAlertingPolicy> <mobileCallAnchoringPolicy> <enableCallAnchoring>true</enableCallAnchoring> <timeSchedule> <level>User</level> <name>Spring-Schedule</name> <uri> /v2.0/user/xyz@cisco.com/profile/schedule/time/Spring-Schedule?ScheduleLevel=User </pre>

	<pre></uri> </timeSchedule> </mobileCallAnchoringPolicy> </BroadWorksMobilityMobileIdentity></pre>
--	--

3.4.3.8 services/BusyLampField

This command is used to retrieve (GET method) the settings of the Busy Lamp Field service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BusyLampField
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <BusyLampField xmlns="http://schema.broadsoft.com/xsi"> <listURI>nav001@172.16.25.102</listURI> <monitoredUserList> <userDetails> <userId>nav001@172.16.25.102</userId> <externalId>a1cfc6d9-cf7a-4d62-b110-214889f46866</externalId> <externalIdType>User</externalIdType> <firstName>nav001</firstName> <lastName>nav001</lastName> <hiranganaLastName>nav001</hiranganaLastName> <hiranganaFirstName>nav001</hiranganaFirstName> </userDetails> <userDetails> <userId>nav002@172.16.25.102</userId> <externalId>e15bf237-e3a5-4705-9fd0-c7c234403a93</externalId> <externalIdType>User</externalIdType> <firstName>nav001</firstName> <lastName>nav001</lastName> <hiranganaLastName>nav001</hiranganaLastName> <hiranganaFirstName>nav001</hiranganaFirstName> </userDetails> </monitoredUserList> </BusyLampField></pre>

3.4.3.8.1 services/BusyLampField/MonitoredUsers

This URI retrieves the monitored user details of the Busy Lamp Field.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BusyLampField/MonitoredUsers
Command Category	Service Management
Methods	GET

GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <monitoredUserList> <userDetails> <userId>animesh@172.16.25.102</userId> <externalId>alcfc6d9-cf7a-4d62-b110-214889f46866</externalId> <externalIdType>User</externalIdType> <firstName>animesh</firstName> <lastName>animesh</lastName> <hiranganaLastName>animesh</hiranganaLastName> <hiranganaFirstName>animesh</hiranganaFirstName> </userDetails> <userDetails> <userId>kanchan@172.16.25.102</userId> <externalId>e15bf237-e3a5-4705-9fd0-c7c234403a93</externalId> <externalIdType>User</externalIdType> <firstName>kanchan</firstName> <lastName>kanchan</lastName> <hiranganaLastName>kanchan</hiranganaLastName> <hiranganaFirstName>kanchan</hiranganaFirstName> </userDetails> </monitoredUserList></pre>

3.4.3.8.2 *services/BusyLampField/AvailableUsers*

This URI retrieves a list of available users who can be monitored for the Busy Lamp Field.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system.

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BusyLampField/AvailableUsers
Command Category	Service Management
Methods	GET
GET Request Content	No Content

GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userId>nav003@172.16.25.102</userId> <externalId>a1cfc6d9-cf7a-4d62-b110-214889f46866</externalId> <externalIdType>User</externalIdType> <firstName>nav003</firstName> <lastName>nav003</lastName> <hiranganaLastName>nav003</hiranganaLastName> <hiranganaFirstName>nav003</hiranganaFirstName> </userDetails> <userDetails> <userId>negi004@172.16.25.102</userId> <externalId>e15bf237-e3a5-4705-9fd0-c7c234403a93</externalId> <externalIdType>User</externalIdType> <firstName>negi004</firstName> <lastName>negi004</lastName> <hiranganaLastName/><hiranganaFirstName/> </userDetails> </AvailableUsers> </pre>
----------------------	--

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>firstName</i>	String	O	Search criteria for a user's first name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>groupId</i>	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
<i>deptId</i>	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.

3.4.3.9 services/BwReceptionist

The BroadWorks Receptionist URL allows for the retrieval of this service's details for a user.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BwReceptionist
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="iso-8859-1"?> <BroadWorksReceptionist xmlns="http://schema.broadsoft.com/xsi"> <monitoredUsers> <userDetails> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <hiranganaLastName>john8</hiranganaLastName> <hiranganaFirstName>south</hiranganaFirstName> <groupId>South_as87</groupId> <number>+15146987608</number> <extension>608</extension> <additionalDetails> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </additionalDetails> </userDetails> <userDetails> <userId>north00@mtlasdev87.net</userId> <firstName>john0</firstName> <lastName>north</lastName> <groupId>North_as87</groupId> <number>+15146987500</number> <extension>500</extension> </userDetails> </monitoredUsers> </BroadWorksReceptionist></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>receptionistType</i>	enterprise, office, smallbusiness	M	Determines the type of the Receptionist as any one of "Enterprise", "Office", or "SmallBusiness", for which the details are retrieved.

3.4.3.9.1 services/BwReceptionist/MonitoredUsers

This URI retrieves the monitored users for a BroadWorks Receptionist application.

In a GET request, the parameter, `receptionistType`, determines the type of the Receptionist as any one of “Enterprise”, “Office”, or “SmallBusiness”, for which the details are retrieved or modified.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BwReceptionist/MonitoredUsers
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="iso-8859-1"?> <monitoredUsers> <userDetails> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <hiranganaLastName>john8</hiranganaLastName> <hiranganaFirstName>south</hiranganaFirstName> <groupId>South_as87</groupId> <number>+15146987608</number> <extension>608</extension> <additionalDetails> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </additionalDetails> </userDetails> <userDetails> <userId>north00@mtlasdev87.net</userId> <firstName>john0</firstName> <lastName>north</lastName> <groupId>North_as87</groupId> <number>+15146987500</number> <extension>500</extension> </userDetails> </monitoredUsers></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<code>receptionistType</code>	enterprise, office, smallbusiness	M	Determines the type of the Receptionist as any one of “Enterprise”, “Office”, or “SmallBusiness”, for which the details are retrieved.

3.4.3.9.2 services/BwReceptionist/AvailableUsers

This URI retrieves a list of available users who can be monitored by the BroadWorks Receptionist.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/BwReceptionist/AvailableUsers
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="iso-8859-1"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userId>north00@mtlasdev87.net</userId> <firstName>john0</firstName> <lastName>north</lastName> <groupId>North_as87</groupId> <number>+15146987500</number> <extension>875-500</extension> </userDetails> <userDetails> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <hiranganaLastName>john8</hiranganaLastName> <hiranganaFirstName>south</hiranganaFirstName> <groupId>South_as87</groupId> <number>+15146987608</number> <extension>608</extension> <additionalDetails> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </additionalDetails> </userDetails> </AvailableUsers></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>receptionistType</i>	enterprise, office, smallbusiness	M	Determines the type of the Receptionist as any one of "Enterprise", "Office", or "SmallBusiness", for which the details are retrieved or modified.
<i>firstName</i>	String	O	Search criteria for a user's first name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion .

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>groupId</i>	String	O	Search criteria for a user's group ID. Wild cards are not supported for this search criterion.
<i>deptId</i>	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.

3.4.3.10 services/CallCenter

This command is used to retrieve (GET) the settings of the Call Center service.

The response to the GET method also contains the list of assigned call centers, along with the current join status for each call center.

This command can be executed by an administrator or an agent.

Method Description

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallCenter
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallCenter xmlns="http://schema.broadsoft.com/xsi"> <agentACDState>Sign-In</agentACDState> <useDefaultGuardTimer>true</useDefaultGuardTimer> <enableGuardTimer>false</enableGuardTimer> <guardTimerSeconds>5</guardTimerSeconds> <useSystemDefaultUnavailableSettings>true </useSystemDefaultUnavailableSettings> <forceAgentUnavailableOnDNDActivation>false /forceAgentUnavailableOnDNDActivation> <forceUnavailableOnPersonalCalls>false </forceUnavailableOnPersonalCalls> <forceAgentUnavailableOnBouncedCallLimit>false </forceAgentUnavailableOnBouncedCallLimit> <numberConsecutiveBouncedCallsToForceAgentUnavailable>3 </numberConsecutiveBouncedCallsToForceAgentUnavailable> <makeOutgoingCallsAsCallCenter>false </makeOutgoingCallsAsCallCenter> <callCenterList> <callCenterDetails> <serviceUserId>glPremiumCallCenter</serviceUserId> <available>true</available> <phoneNumber>9728880010</phoneNumber> <extension>0010</extension> <isLogOffAllowed>true</isLogOffAllowed> <skillLevel>9</skillLevel> </callCenterDetails> </callCenterList> </CallCenter></pre>

3.4.3.11 services/CallForwardingAlways

This command is used to retrieve (GET method) the settings of the Call Forwarding Always service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallForwardingAlways
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingAlways xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+91- 2223334455</forwardToPhoneNumber> <ringSplash>true</ringSplash> </CallForwardingAlways></pre>

3.4.3.12 services/CallForwardingBusy

This command is used to retrieve (GET method) the settings of the Call Forwarding Busy service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallForwardingBusy
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingBusy xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>23234434223 </forwardToPhoneNumber> </CallForwardingBusy></pre>

3.4.3.13 services/CallForwardingNoAnswer

This command is used to retrieve (GET method) the settings of the Call Forwarding No Answer service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallForwardingNoAnswer
-----	---

Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingNoAnswer xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+1-221131313 </forwardToPhoneNumber> <numberOfRings>5</numberOfRings> </CallForwardingNoAnswer></pre>

3.4.3.14 services/CallForwardingNotReachable

This command is used to retrieve (GET method) the settings of the Call Forwarding Not Reachable service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallForwardingNotReachable
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingNotReachable xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+1-221131313 </forwardToPhoneNumber> </CallForwardingNotReachable></pre>

3.4.3.15 services/CallForwardingSelective

This command is used to retrieve (GET method) the settings of the Call Forwarding Selective service.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallForwardingSelective
Command Category	Service Management
Methods	GET

GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingSelective xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <defaultForwardToPhoneNumber> 0002 </defaultForwardToPhoneNumber> <playRingReminder>false</playRingReminder> <criteriaActivations> <criteriaActivation> <criteriaName>criteria2</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/ callforwardingselective/criteria/criteria2</uri> </criteriaActivation> <criteriaActivation> <criteriaName>criteria3</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/ callforwardingselective/criteria/criteria3</uri> </criteriaActivation> <criteriaActivation> <criteriaName>criteriaTEST</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/ callforwardingselective/criteria/criteriaTEST</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria10</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/ callforwardingselective/criteria/criterial0</uri> </criteriaActivation> <criteriaActivation> <criteriaName>criterial</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/ callforwardingselective/criteria/criterial</uri> </criteriaActivation> </criteriaActivations> </CallForwardingSelective> </pre>

3.4.3.15.1 *services/CallForwardingSelective/criteria/<criteriaName>*

This command is used to retrieve (GET method) the specified Call Forwarding Selective service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL (“uri” element) that can be used to obtain details on the configured schedule.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallForwardingSelective/criteria/<criterioname>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingSelectiveCriteria xmlns="http://schema.broadsoft.com/xsi"> <forwardToNumberSelection>Forward To Specified Number</forwardToNumberSelection> <forwardToPhoneNumber>0001</forwardToPhoneNumber> <criteria> <criteriaName>Criteria10</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/time/TimeSc hed1?scheduleLevel=User </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/holiday/Hol idaySched1?scheduleLevel=User </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0006</phoneNumber> </phoneNumberList> </criteriaFromDn> </pre>

```

<criteriaCallToNumber>
  <callToNumber>
    <type>Primary</type>
  </callToNumber>
  <callToNumber>
    <type>Alternate</type>
    <alternateNumberId>1</alternateNumberId>
  </callToNumber>
  <callToNumber>
    <type>Mobility</type>
    <mobilePhoneNumber>222 333 44 44</mobilePhoneNumber>
  </callToNumber>
</criteriaCallToNumber>
</criteria>
</CallForwardingSelectiveCriteria>

```

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	O	Specifies the level to query for the schedule. The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied. The following values are valid: <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.3.16 services/CallingLineIDDeliveryBlocking

This command is used to retrieve (GET method) the settings of the Calling Line ID Delivery Blocking service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallingLineIDDeliveryBlocking
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingLineIDDeliveryBlocking xmlns="http://schema.broadsoft.com/xsi " <active>true</active> </CallingLineIDDeliveryBlocking>

3.4.3.17 services/CallingNameRetrieval

This command is used to retrieve (GET method) the settings of the Calling Name Retrieval service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallingNameRetrieval
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallingNameRetrieval xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </CallingNameRetrieval></pre>

3.4.3.18 services/CallNotify

This command is used to retrieve (GET method) the settings of the Call Notify service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallNotify
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallNotify xmlns="http://schema.broadsoft.com/xsi "> <callNotifyEmailAddress>ankur.garg@globallogic.com </callNotifyEmailAddress> <criteriaActivation> <criteriaName>time</criteriaName> <active>>false</active> </criteriaActivation> </CallNotify></pre>

3.4.3.19 services/CallPark

This command is used to find the list of Call Park groups to which the user belongs, if any, and the list of users in the group.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallPark
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallPark xmlns="http://schema.broadsoft.com/xsi"> <callParkGroup>Grp1</callParkGroup> <userDetailsList> <userDetails> <userId>eventsspluser1@172.16.25.159</userId> <externalId>alcfc6d9-cf7a-4d62-b110-214889f46866</externalId> <externalIdType>User</externalIdType> <lastName>eventsspluser1</lastName> <firstName>eventsspluser1</firstName> <hiraganaLastName>eventsspluser1</hiraganaLastName> <hiraganafirstName>eventsspluser1</hiraganafirstName> </userDetails> <userDetails> <userId>eventsspluser2@172.16.25.159</userId> <externalId>e15bf237-e3a5-4705-9fd0-c7c234403a93</externalId> <externalIdType>User</externalIdType> <lastName>eventsspluser2</lastName> <firstName>eventsspluser2</firstName> <hiraganaLastName>eventsspluser2</hiraganaLastName> <hiraganafirstName>eventsspluser2</hiraganafirstName> </userDetails> </userDetailsList> </CallPark></pre>

3.4.3.20 services/CallPickupGroup

This command is used to find out which Call Pickup Group the user belongs to and the list of users in that Call Pickup group.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallPickupGroup
Command Category	Service Management
Methods	GET

GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallPickupGroup xmlns="http://schema.broadsoft.com/xsi"> <callPickupGroupName>CallPickupGroup1</callPickupGroupName> <userDetailsList> <userDetails> <userId>west01@test.net</userId> <externalId type="User">ele0a700-0d21-4809-8816-00000000111</externalId> <lastName>Smith</lastName> <firstName>West01</firstName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>West01</hiranganaFirstName> <department>Department01</department> <phoneNumber>7895647832</phoneNumber> <extension>7689</extension> <emailAddress>smithwest@test.com</emailAddress> </userDetails> <userDetails> <userId>south02@test.net</userId> <externalId type="User">ele0a700-0d21-4809-8816-00000000112</externalId> <lastName>Steve</lastName> <firstName>South02</firstName> <hiranganaLastName>Steve</hiranganaLastName> <hiranganaFirstName>South02</hiranganaFirstName> <department>Department01</department> <phoneNumber>7432795320</phoneNumber> <extension>7688</extension> <emailAddress>stevesouth@test.com</emailAddress> </userDetails> </userDetailsList> </CallPickupGroup></pre>

3.4.3.21 services/CallRecording

This command is used to retrieve (GET method) the settings of the Call Recording service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallRecording
Command Category	Service Management
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="iso-8859-1"?> <CallRecording xmlns="http://schema.broadsoft.com/xsi"> <recordingMode>always-pause-resume</recordingMode> <pauseResumeNotifyMethod>none</pauseResumeNotifyMethod> <playCallRecordingStartStopAnnouncement>false</ playCallRecordingStartStopAnnouncement> <playCallRecordingWarningTone>false</ playCallRecordingWarningTone> <playCallRecordingWarningToneSeconds>15</ playCallRecordingWarningToneSeconds> </CallRecording></pre>
----------------------	---

3.4.3.22 services/CallTransfer

This command is used to retrieve (GET method) the settings of the Call Transfer service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallTransfer
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallTransfer xmlns="http://schema.broadsoft.com/xsi"> <isRecallActive>true</isRecallActive> <recallNumberOfRings>5</recallNumberOfRings> <enableBusyCampOn>true</enableBusyCampOn> <busyCampOnSeconds>130</busyCampOnSeconds> <useDiversionInhibitorForBlindTransfer>true </useDiversionInhibitorForBlindTransfer> <useDiversionInhibitorForConsultativeCalls>true </useDiversionInhibitorForConsultativeCalls> </CallTransfer></pre>

3.4.3.23 services/CallWaiting

This command is used to retrieve (GET method) the settings of the Call Waiting service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/CallWaiting
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallWaiting xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </CallWaiting></pre>

3.4.3.24 services/ConnectedLineIdentificationPresentation

This command is used to retrieve (GET method) the settings of the Connected Line Identification Presentation service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/ConnectedLineIdentificationPresentation
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ConnectedLineIdentificationPresentation xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </ConnectedLineIdentificationPresentation>

3.4.3.25 services/ConnectedLineIdentificationRestriction

This command is used to retrieve (GET method) the settings of the Connected Line Identification Restriction service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/ConnectedLineIdentificationRestriction
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ConnectedLineIdentificationRestriction xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </ConnectedLineIdentificationRestriction>

3.4.3.26 services/DirectedCallPickupWithBargeIn

This command is used to retrieve (GET method) the settings of the Directed Call Pickup with Barge-In service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/DirectedCallPickupWithBargeIn
Command Category	Service Management

Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <DirectedCallPickupWithBargeIn xmlns="http://schema.broadsoft.com/xsi"> <enableBargeInWarningTone>true</enableBargeInWarningTone> <enableAutomaticTargetSelection>>false</enableAutomaticTargetSelection> </DirectedCallPickupWithBargeIn></pre>

3.4.3.27 services/DoNotDisturb

This command is used to retrieve (GET method) the settings of the Do Not Disturb service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/DoNotDisturb
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <DoNotDisturb xmlns="http://schema.broadsoft.com/xsi"> <active>>false</active> <ringSplash>>false</ringSplash> </DoNotDisturb></pre>

3.4.3.28 services/Executive

This is the root URI for the Executive service that contains four elements:

- user/<userid>/services/executive/assistants
- user/<userid>/services/executive/filtering
- user/<userid>/services/executive/screening
- user/<userid>/services/executive/alerting

Only the GET command is supported by this URI. Both the Executive and the Executive Assistant are authorized to perform this request.

Method Description

URI	https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Executive
Command Category	Services
Methods	GET

GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Executive xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <assistants>/v2.0/user/alice@callcenter.test/services/execute tive/assistants</assistants> <filtering/v2.0/user/alice@callcenter.test/services/execute tive/filtering</filtering> <screening>/v2.0/user/alice@callcenter.test/services/execute tive/screening </screening> <alerting>/v2.0/user/alice@callcenter.test/services/execute tive/screening </alerting> </Executive></pre>

3.4.328.1 services/Executive/Alerting

This command gets the alerting configuration for an executive. This includes the alerting mode in which the assistant pool should be alerted, the number of rings before the call is recalled, the calling line ID name and number configuration, and so on.

Both the Executive and Executive Assistant users have the authorization to perform this request.

Method Description

URI	https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/executive/alerting
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <ExecutiveAlerting xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <alertingMode>Simultaneous</alertingMode> <alertingCallingLineIdNameMode>Executive</alertingCalling LineIdNameMode> <alertingCustomCallingLineIdName>Alice</alertingCallingLi neIdName> <alertingCallingLineIdPhoneNumberMode>Executive</alerting CallingLineIdPhoneNumberMode> <alertingCustomCallingLineIdPhoneNumber>2131001001</alert ingCallingLineIdPhoneNumber> <callPushRecallNumberOfRings>2</callPushRecallNumberOfRin gs> <nextAssistantNumberOfRings>2</nextAssistantNumberOfRings > <enableRollover>true</enableRollover> <rolloverWaitTimeSeconds>10</rolloverWaitTimeSeconds> <rolloverAction>Forward</rolloverAction> <rolloverForwardToPhoneNumber>2131001045</rolloverForward ToPhoneNumber> </ExecutiveAlerting></pre>

3.4.328.2 *services/Executive/Assistants*

This command allows a remote application to retrieve the list of Assistants that are assigned to an Executive along with the opt-in/opt-out configuration. Only an Executive user has the authorization to perform this request.

The list of Assistants assigned to the Executive can be fetched using the GET command.

Method Description

URI	<code>https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Executive/Assistants</code>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <ExecutiveAssistants xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <allowOptInOut>true</allowOptInOut> <assignedUsers> <userDetails> <userId>Alice@callcenter.test</userId> <userExternalId type="Place">e15bf237-e3a5-4705-9fd0- c7c234403a93</userExternalId> <optIn>true</optIn> </userDetails> </assignedUsers> </ExecutiveAssistants></pre>

3.4.328.2.1 *services/Executive/Assistants/AvailableUsers*

This command allows a remote application to retrieve the list of available Assistants that can be assigned to an Executive. Only an Executive user has the authorization to perform this request.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

Method Description

URI	<code>https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Executive/Assistants/AvailableUsers</code>
Command Category	Services
Methods	GET
GET Request Content	No Content

GET Response Content	<pre> <?xml version="1.0" encoding="UTF-8"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <userDetails> <userId>asmith</userId> <externalId>e15bf237-e3a5-4705-9fd0-c7c234403a93 </externalId> <externalIdType>User</externalIdType> <firstName>Arthur</firstName> <lastName>Smith</lastName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>Arthur</hiranganaFirstName> <extension>0002</extension> </userDetails> <userDetails> <userId>djones</userId> <externalId>e15bf237-e3a5-4705-9fd0-c7c234403a93 </externalId> <externalIdType>User</externalIdType> <firstName>David</firstName> <lastName>Jones</lastName> <hiranganaLastName>Jones</hiranganaLastName> <hiranganaFirstName>David</hiranganaFirstName> <extension>0003</extension> </userDetails> </AvailableUsers> </pre>
----------------------------	--

The results of this command are searchable based on the following criteria.

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>firstName</i>	String	O	Search criteria for a user's first name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>groupId</i>	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
<i>deptId</i>	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.
<i>userId</i>	String	O	Search criteria for a user's ID. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>dn</i>	String	O	Search criteria for a user's DN. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>extension</i>	String	O	Search criteria for a user's extension. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.

3.4.328.2.2 *services/Executive/Assistants/AssignedUsers*

This command is a subset of the *executive/assistants* command. This allows a remote application to retrieve the list of Assistants that are assigned to an Executive. Only an Executive user has the authorization to perform this request.

The list of Assistants assigned to the executive can be fetched using the GET command.

Method Description

URI	<code>https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Executive/Assistants/AssignedUsers</code>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <assignedUsers xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <userDetails> <userId>Alice@callcenter.test</userId> <userExternalId type="User"> e15bf237-e3a5-4705-9fd0- c7c234403a93</userExternalId> <optIn>true</optIn> </userDetails> </assignedUsers></pre>

3.4.328.3 *services/Executive/Filtering*

This command is used to retrieve (GET method)) the call filtering configuration assigned to the Executive.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

Method Description

URI	<code>https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Executive/Filtering</code>
Command Category	Services

Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <ExecutiveCallFiltering xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <enableFiltering>true</enableFiltering> <filteringMode>Simple</filteringMode> <simpleFilterType>All Calls</simpleFilterType> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/executive/fi ltering/criteria/Criteria1</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>>false</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/executive/fi ltering/criteria/Criteria2</uri> </criteriaActivation> </criteriaActivations> </ExecutiveCallFiltering></pre>

3.4.328.3.1 *services/Executive/Filtering/Criteria/<criteriaName>*

This command retrieves filtering selective criteria for an Executive for screening calls. Both the Executive and Executive Assistant users have the authorization to perform this request.

This command is used to retrieve (GET method) the specified Executive Call Filtering service criterion.

Method Description

URI	https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Executive/Filtering/Criteria/<criteriaName>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <ExecutiveFilteringCriteria xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <filter>true</filter> <criteria> <criteriaName>criteriaB</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name></pre>

```

    <uri>
/v2.0/user/userSP1A@BroadWorks/services/executive/filtering/criteria/criterial
    </uri>
</timeSchedule>
<holidaySchedule>
    <level>User</level>
    <name>HolidaySched1</name>
    <uri>
/v2.0/user/userSP1A@BroadWorks/services/executive/filtering/criteria/criterial
    </uri>
</holidaySchedule>
<criteriaFromDn>
    <fromDnCriteriaSelection>
        Specified Only
    </fromDnCriteriaSelection>
    <includeAnonymousCallers>
        true
    </includeAnonymousCallers>
    <includeUnavailableCallers>
        true
    </includeUnavailableCallers>
    <phoneNumberList>
        <phoneNumber>0001</phoneNumber>
    </phoneNumberList>
</criteriaFromDn>
<criteriaCallToNumber>
    <callToNumber>
        <type>Primary</type>
    </callToNumber>
    <callToNumber>
        <type>Alternate</type>
        <alternateNumberId>1</alternateNumberId>
    </callToNumber>
    <callToNumber>
        <type>Mobility</type>
        <mobilePhoneNumber>2223334444</mobilePhoneNumber>
    </callToNumber>
</criteria></ExecutiveFilteringCriteria>

```

3.4.328.4 services/Executive/Screening

This command gets the screening configuration for an Executive. Both the Executive and Executive Assistant users have the authorization to perform this request.

This command is used to retrieve the alerting type, whether screening has been enabled or not and whether BroadWorks Anywhere (BA), Shared Call Appearance, and Mobility locations should be alerted or not.

Method Description

URI	https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Executive/Screening
Command Category	Services
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <ExecutiveScreening xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <enableScreening>true</enableScreening> <screeningAlertType>Silent</screeningAlertType> <alertBroadWorksMobilityLocation>true</alertBroadWorksMob ilityLocation> <alertBroadWorksAnywhereLocations>true</alertBroadWorksAn ywhereLocations> <alertSharedCallAppearanceLocations>true</alertSharedCall AppearanceLocations> </ExecutiveScreening></pre>
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3.4.3.29 services/ExecutiveAssistant

The *services/executiveassistant* URL allows the remote application to issue a command to the Application Server on behalf of the Executive Assistant. The response to the GET request contains the Executive Assistant's setting and a table of Executives to which this Assistant has been assigned.

Method Description

URI	https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/ExecutiveAssistant
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <ExecutiveAssistant xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <enableDivert>true</enableDivert> <divertToPhoneNumber>2131001045</divertToPhoneNumber> <executives> <executiveDetails> <executiveUserId>Charlie@callcenter.test</executiveUserId > <executiveExternalId>e15bf237-e3a5-4705-9fd0-c7c234403a93 </executiveExternalId> <executiveExternalIdType>User</executiveExternalIdType> <executiveLastName>Smith</executiveLastName> <executiveFirstName>Charlie</executiveFirstName> <optIn>true</optIn> <executiveUri>/v2.0/user/Charlie@callcenter.test/services /executive</executiveUri> </executiveDetails> <executiveDetails> <executiveUserId>Grace@callcenter.test</executiveUserId> <executiveExternalId>e15bf237-e3a5-4705-9fd0- c7c234403a93</executiveExternalId> <executiveExternalIdType>User</executiveExternalIdType> <executiveLastName>Grace</executiveFirstName> <optIn>>false</optIn></pre>

	<pre><executiveUri>/v2.0/user/Grace@callcenter.test/services/e xecutive</executiveUri> </executiveDetails> </executives> </ExecutiveAssistant></pre>
--	--

3.4.3.30 services/ExternalCallingLineIDDelivery

This command is used to retrieve (GET method) the settings of the External Calling Line ID Delivery service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/ExternalCa llingLineIDDelivery
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <ExternalCallingLineIDDelivery xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </ExternalCallingLineIDDelivery></pre>

3.4.3.31 services/FaxMessaging

This command is used to retrieve (GET method) the settings of the Fax Messaging service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/FaxMessagi ng
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <FaxMessaging xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <phoneNumber>5006007019</phoneNumber> <extension>7019</extension> </FaxMessaging></pre>

3.4.3.32 services/HotelingHost

This command is used to retrieve (GET method) the settings of the Hoteling Host service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/HotelingHost
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <HotelingHost xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <enforceAssociationLimit>true</enforceAssociationLimit> <associationLimitHours>24</associationLimitHours> <accessLevel>Group</accessLevel> <guestLastName>negi003</guestLastName> <guestFirstName>Subhash</guestFirstName> <guestPhoneNumber>5006007003</guestPhoneNumber> <guestExtension>7003</guestExtension> <guestAssociationDateTime>2010-04- 06T14:26:51.335+05:30</guestAssociationDateTime> </HotelingHost></pre>

3.4.3.33 services/HotelingGuest

This command is used to retrieve (GET method) the settings of the Hoteling Guest service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/HotelingGuest
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <HotelingGuest xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <enableAssociationLimit>true</enableAssociationLimit> <associationLimitHours>12</associationLimitHours> <hostUserId>negi002@172.16.25.102</hostUserId> <hostLastName>negi002</hostLastName> <hostFirstName>Subhash</hostFirstName> <hostAssociationDateTime>2010-04-06T14:11:10.918+05:30</hostAssociationDateTime> <hostEnforcesAssociationLimit>true</hostEnforcesAssociationLimit> <hostAssociationLimitHours>24</hostAssociationLimitHours> </HotelingGuest></pre>

3.4.3.34 services/InternalCallingLineIDDelivery

This command is used to retrieve (GET method) the settings of the Internal Calling Line ID Delivery service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/InternalCallingLineIDDelivery
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <InternalCallingLineIDDelivery xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </InternalCallingLineIDDelivery></pre>

3.4.3.35 services/MusicOnHold

This command is used to retrieve (GET method) the settings of the Music On Hold service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/MusicOnHold
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MusicOnHold xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </MusicOnHold>

3.4.3.36 services/OutgoingMwi

This command is used to retrieve (GET method) the advanced settings of Outgoing Message Waiting Indicator settings related to Voice Messaging user service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/OutgoingMwi
Command Category	Services
Methods	GET
GET Request Content	No Content

3.4.3.37 services/PriorityAlert

This command is used to retrieve (GET method) the activation status of a Priority Alert service criteria.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/PriorityAlert
Command Category	Services
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <PriorityAlert xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/priorityalert/criteria/Criteria1</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>false</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/priorityalert/criteria/Criteria2</uri> </criteriaActivation> </criteriaActivations> </PriorityAlert></pre>
----------------------	---

3.4.337.1 services/PriorityAlert/Criteria /<criteriaName>

This command is used to retrieve (GET method) the specified Priority Alert service criterion.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/PriorityAlert/Criteria /<criteriaName>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <PriorityAlertCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaB</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/time/TimeSched1?scheduleLevel=User </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri></pre>

	<pre> /v2.0/user/userSP1A@BroadWorks/profile/schedule/holiday/ HolidaySched1?scheduleLevel=User </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> <criteriaCallToNumber> <callToNumber> <type>Primary</type> </callToNumber> <callToNumber> <type>Alternate</type> <alternateNumberId>1</alternateNumberId> </callToNumber> <callToNumber> <type>Mobility</type> <mobilePhoneNumber>2223334444</mobilePhoneNumber> </callToNumber> </criteriaCallToNumber> </criteria> </PriorityAlertCriteria> </pre>
--	--

3.4.3.38 services/Privacy

This command is used to retrieve (GET method) the settings of the Privacy service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/Privacy
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <Privacy xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <isEnabledDirectoryPrivacy>false</isEnabledDirectoryPrivacy> <isEnabledAutoAttendantExtensionDialingPrivacy>false</isEnabledAutoAttendantExtensionDialingPrivacy> <isEnabledAutoAttendantNameDialingPrivacy>false</isEnabledAutoAttendantNameDialingPrivacy> <isEnabledPhoneStatusPrivacy>false</isEnabledPhoneStatusPrivacy> <allowedUsers> <userDetails> <userId>asmith</userId> <firstName>Arthur</firstName> <lastName>Smith</lastName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>Arthur</hiranganaFirstName> <extension>0003</extension> </userDetails> </allowedUsers> </Privacy> </pre>

3.4.3.38.1 *services/privacy/AllowedUsers*

This service is a subset of the *Privacy* service for allowed users.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/privacy/AllowedUsers
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <allowedUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userId>asmith</userId> <firstName>Arthur</firstName> <lastName>Smith</lastName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>Arthur</hiranganaFirstName> <extension>0003</extension> </userDetails> </allowedUsers></pre>

3.4.3.38.2 *services/privacy/AvailableUsers*

The *services/privacy/availableusers* URL allows the retrieval of a list of users who may be added to a user's list of permitted monitor users. These selected members can view the user's phone status even if phone status privacy has been enabled.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/privacy/AvailableUsers
Command Category	Services
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userId>asmith</userId> <firstName>Arthur</firstName> <lastName>Smith</lastName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>Arthur</hiranganaFirstName> <extension>0002</extension> </userDetails> <userDetails> <userId>djones</userId> <firstName>David</firstName> <lastName>Jones</lastName> <hiranganaLastName>Jones</hiranganaLastName> <hiranganaFirstName>David</hiranganaFirstName> <extension>0003</extension> </userDetails> </AvailableUsers></pre>
----------------------------	---

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>firstName</i>	String	O	Search criteria for a user's first name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>groupId</i>	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
<i>deptId</i>	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.

3.4.3.39 services/PushTotalk

This command is used to retrieve (GET method) the settings of the Push To Talk service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/ PushTotalk
Command Category	Services
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <PushToTalk xmlns="http://schema.broadsoft.com/xsi"> <allowAutoAnswer>true</allowAutoAnswer> <outgoingConnectionSelection>One Way</outgoingConnectionSelection> <accessListSelection>Allow Calls From Selected Users</accessListSelection> <allowedUsers> <userId>jsmith</userId> <userId>djones</userId> </allowedUsers> </PushToTalk></pre>
----------------------	--

3.4.3.39.1 services/PushTotalk/AllowedUsers

This service is a subset of the Push To Talk service for allowed users.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/ PushTotalk /AllowedUsers
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <allowedUsers xmlns="http://schema.broadsoft.com/xsi"> <userId>jsmith</userId> <userId>djones</userId> </allowedUsers></pre>

3.4.3.39.2 services/PushTotalk/AvailableUsers

This command is used to retrieve (GET method) the list of users who may be added to a user's list of selected users of the Push To Talk service.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/ PushTotalk /AvailableUsers
Command Category	Services
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userId>asmith</userId> <firstName>Arthur</firstName> <lastName>Smith</lastName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>Arthur</hiranganaFirstName> <extension>0002</extension> </userDetails> <userDetails> <userId>djones</userId> <firstName>David</firstName> <lastName>Jones</lastName> <hiranganaLastName>Jones</hiranganaLastName> <hiranganaFirstName>David</hiranganaFirstName> <extension>0003</extension> </userDetails> </AvailableUsers></pre>
----------------------------	---

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>firstName</i>	String	O	Search criteria for a user's first name. Search criteria for a user's first name. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used as in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>groupId</i>	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
<i>deptId</i>	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.

3.4.3.40 services/RemoteOffice

This command is used to retrieve (GET method) the settings of the Remote Office service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/RemoteOffice
Command Category	Service Management
Methods	GET

GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <RemoteOffice xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <remoteOfficeNumber>121212</remoteOfficeNumber> </RemoteOffice></pre>

3.4.3.41 services/SelectiveCallAcceptance

This command is used to retrieve (GET method) the activation status of a Selective Call Acceptance service criteria.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SelectiveCallAcceptance
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallAcceptance xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/selectivecalla cceptance/criteria/Criteria1</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>false</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/selectivecalla cceptance/criteria/Criteria2</uri> </criteriaActivation> </criteriaActivations> </SelectiveCallAcceptance></pre>

3.4.3.41.1 services/SelectiveCallAcceptance/Criteria /<criteriaName>

This command is used to retrieve (GET method) the specified Selective Call Acceptance service criterion.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria/<criterioname>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallAcceptanceCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/time/TimeSched1?scheduleLevel=User </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/holiday/HolidaySched1?scheduleLevel=User </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> <criteriaCallToNumber> <callToNumber> <type>Primary</type> </callToNumber> <callToNumber> <type>Alternate</type> <alternateNumberId>1</alternateNumberId> </callToNumber> </pre>

	<pre> <callToNumber> <type>Mobility</type> <mobilePhoneNumber>2223334444</mobilePhoneNumber> </callToNumber> </criteriaCallToNumber> </criteria> </SelectiveCallAcceptanceCriteria> </pre>
--	--

3.4.3.42 services/SelectiveCallRejection

This command is used to retrieve (GET method) the activation status of a Selective Call Rejection service criteria.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SelectiveCallRejection
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallRejection xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criterial</criteriaName> <active>>true</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/selectivecalla cceptance/criteria/Criterial</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>>false</active> <uri>/v2.0/user/userSP1A@BroadWorks/services/selectivecalla cceptance/criteria/Criteria2</uri> </criteriaActivation> </criteriaActivations> </SelectiveCallRejection> </pre>

3.4.3.42.1 *services/SelectiveCallRejection/Criteria /<criteriaName>*

This command is used to retrieve (GET method) the specified Selective Call Rejection service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL (“uri” element) that can be used to obtain details on the configured schedule.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria/<criterioname></code>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallRejectionCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/time/ TimeSched1?scheduleLevel=User </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/holiday/Hol idaySched1?scheduleLevel=User </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </pre>

```

<criteriaCallToNumber>
  <callToNumber>
    <type>Primary</type>
  </callToNumber>
  <callToNumber>
    <type>Alternate</type>
    <alternateNumberId>1</alternateNumberId>
  </callToNumber>
  <callToNumber>
    <type>Mobility</type>
    <mobilePhoneNumber>222 333 44 44</mobilePhoneNumber>
  </callToNumber>
</criteriaCallToNumber>
</criteria>
</SelectiveCallRejectionCriteria>

```

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	O	Specifies the level to query for the schedule. The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied. The following values are valid: <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.3.43 services/SequentialRing

This command is used to retrieve (GET method) the settings of the Sequential Ring service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SequentialRing
Command Category	Service Management
Methods	GET
GET Request Content	No Content

GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <SequentialRing xmlns="http://schema.broadsoft.com/xsi"> <ringBaseLocationFirst>true</ringBaseLocationFirst> <baseLocationNumberOfRings>7</baseLocationNumberOfRings> <continueIfBaseLocationIsBusy>true</continueIfBaseLocationIsBusy> <callerMayStopSearch>true</callerMayStopSearch> <location1> <address>11111111</address> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>true</answerConfirmationRequired> </location1> <location2> <address>660066000</address> <numberOfRings>6</numberOfRings> <answerConfirmationRequired>true</answerConfirmationRequired> </location2> <location3> <address>333333333</address> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>true</answerConfirmationRequired> </location3> <location4> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>false</answerConfirmationRequired> </location4> <location5> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>false</answerConfirmationRequired> </location5> <criteriaActivationList> <criteriaActivation> <criteriaName>Criteria One</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivationList> </SequentialRing> </pre>
----------------------------	--

3.4.3.43.1 *services/SequentialRing/Criteria/<criteriaName>*

This command is used to retrieve (GET method) the specified Sequential Ring service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL (“uri” element) that can be used to obtain details on the configured schedule.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SequentialRing/Criteria/<criteriaName>
Command Category	Services
Methods	GET

GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <SequentialRingCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/time/TimeSc hed1?scheduleLevel=User </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/holiday/Tim eSched1?scheduleLevel=User </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true</includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SequentialRingCriteria> </pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	O	<p>Specifies the level to query for the schedule.</p> <p>The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.3.44 services/SimultaneousRingPersonal

This command is used to retrieve (GET method) the settings of the Simultaneous Ring Personal service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SimultaneousRingPersonal
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <SimultaneousRingPersonal xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <incomingCalls>Do not Ring if on a Call</incomingCalls> <simRingLocations> <simRingLocation> <address>5006007003</address> <answerConfirmationRequired>true</answerConfirmationRequired> </simRingLocation> <simRingLocation> <address>5006007006</address> <answerConfirmationRequired>>false</answerConfirmationRequired> </simRingLocation> <simRingLocation> <address>5006007005</address> <answerConfirmationRequired>true</answerConfirmationRequired> </simRingLocation> </simRingLocations> <criteriaActivationList> <criteriaActivation> <criteriaName>allthetime11</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivationList> </SimultaneousRingPersonal> <uri>/v2.0/user/john@BroadWorks/services/simultaneousringpersonal/criteria/allthetime11</uri> </criteriaActivation></pre>

	<pre> <criteriaActivation> <criteriaName>atllthetime22</criteriaName> <active>>true</active> <uri>/v2.0/user/john@BroadWorks/services/simultaneousringpe rsonal/criteria/atllthetime22</uri> </criteriaActivation> </criteriaActivationList> </SimultaneousRingPersonal> </pre>
--	--

3.4.3.44.1 services/SimultaneousRingPersonal/Criteria /<criteriaName>

This command is used to retrieve (GET method) the specified Simultaneous Ring Personal service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL ("uri" element) that can be used to obtain details on the configured schedule.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria/<criterianame>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <SimultaneousRingPersonalCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/time/TimeSc hed1?scheduleLevel=User </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@BroadWorks/profile/schedule/holiday/Hol idaySched1?scheduleLevel=User </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> </pre>


```

<includeAnonymousCallers>
  true
</includeAnonymousCallers>
<includeUnavailableCallers>
  true
</includeUnavailableCallers>
<phoneNumberList>
  <phoneNumber>0001</phoneNumber>
</phoneNumberList>
</criteriaFromDn>
</criteria>
</SimultaneousRingPersonalCriteria>

```

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>scheduleLevel</i>	String	O	<p>Specifies the level to query for the schedule.</p> <p>The default value is "User" and is applied when no <i>scheduleLevel</i> is supplied.</p> <p>The following values are valid:</p> <ul style="list-style-type: none"> ▪ Group ▪ Enterprise ▪ User

3.4.3.45 services/SpeedDial100

This command is used to retrieve (GET method) the list of Speed Dial 100 entries or to create a new Speed Dial 100 entry.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/SpeedDial100
Command Category	Service Management
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <SpeedDial100 xmlns="http://schema.broadsoft.com/xsi"> <prefix>#</prefix> <speedDial100Entry> <speedCode>0</speedCode> <phoneNumber>0000000</phoneNumber> <description>Zero</description> </speedDial100Entry> <speedDial100Entry> <speedCode>1</speedCode> <phoneNumber>1111111</phoneNumber> <description>One</description> </speedDial100Entry> <speedDial100Entry> <speedCode>3</speedCode> <phoneNumber>3333333</phoneNumber> <description>Three</description> </speedDial100Entry> </SpeedDial100></pre>
----------------------	---

3.4.3.45.1 `services/SpeedDial100`

This command is used to retrieve (GET method) a single Speed Dial 100 entry.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/services/SpeedDial100</code>
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <SpeedDial100 xmlns="http://schema.broadsoft.com/xsi"> <speedDial100Entry> <speedCode>3</speedCode> <phoneNumber>21222121</phoneNumber> <description>cccxcxc</description> </speedDial100Entry> </SpeedDial100></pre>

3.4.3.46 `services/VoiceMessaging`

This command is used to retrieve (GET method) the settings of Voice Messaging user service.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/services/VoiceMessaging</code>
Command Category	Services
Methods	GET

GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessaging xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <processing>Deliver To Email Address Only</processing> <voiceMessageDeliveryEmailAddress>blah@blah.com</voiceMessageDeliveryEmailAddress> <usePhoneMessageWaitingIndicator>true</usePhoneMessageWaitingIndicator> <sendVoiceMessageNotifyEmail>true</sendVoiceMessageNotifyEmail> <voiceMessageNotifyEmailAddress>notify@test.com</voiceMessageNotifyEmailAddress> <sendCarbonCopyVoiceMessage>false</sendCarbonCopyVoiceMessage> <voiceMessageCarbonCopyEmailAddress>cc@test.com</voiceMessageCarbonCopyEmailAddress> <transferOnZeroToPhoneNumber>false</transferOnZeroToPhoneNumber> <transferPhoneNumber>001</transferPhoneNumber> <alwaysRedirectToVoiceMail>false</alwaysRedirectToVoiceMail> <busyRedirectToVoiceMail>false</busyRedirectToVoiceMail> <noAnswerRedirectToVoiceMail>false</noAnswerRedirectToVoiceMail> <outOfPrimaryZoneRedirectToVoiceMail>false</outOfPrimaryZoneRedirectToVoiceMail> </VoiceMessaging> </pre>

3.4.3.46.1 *services/VoiceMessaging/Aliases*

This command is used to retrieve (GET method) the list of Voice Messaging Alias entries.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/VoiceMessaging/Aliases
Command Category	Services
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingAliasList xmlns="http://schema.broadsoft.com/xsi"> <phoneNumber>0123456789</phoneNumber> <phoneNumber>9876543210</phoneNumber> </VoiceMessagingAliasList></pre>
----------------------	---

3.4.3.46.2 *services/VoiceMessaging/DistributionLists/<listid>*

This command is used to retrieve (GET method) a single Voice Messaging Distribution List entry.

There are 15 pre-defined distribution lists with ids from 0 through 14.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/services/VoiceMessaging/DistributionLists/<listid></code>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingDistributionList xmlns="http://schema.broadsoft.com/xsi"> <description>list1</description> <phoneNumberList> <phoneNumber>123</phoneNumber> <phoneNumber>456</phoneNumber> </phoneNumberList> </VoiceMessagingDistributionList></pre>

3.4.3.46.3 *services/VoiceMessaging/MailServer*

This command is used to retrieve (GET method) the advanced settings of the Voice Messaging user service.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/services/voicemessaging/mailserver</code>
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingMailServer xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"></pre>

	<pre> <mailServerSelection>Group Mail Server</mailServerSelection> <groupMailServerEmailAddress>joe@test.com</groupMailServerE mailAddress> <groupMailServerUserId>testID</groupMailServerUserId> <groupMailServerFullMailboxLimit>100</groupMailServerFullMa ilboxLimit> <useGroupDefaultMailServerFullMailboxLimit>>false</useGroupD efaultMailServerFullMailboxLimit> <personalMailServerNetAddress xsi:nil="true"/> <personalMailServerProtocol>IMAP</personalMailServerProtoco l> <personalMailServerRealDeleteForImap>>false</personalMailSer verRealDeleteForImap> <personalMailServerEmailAddress xsi:nil="true"/> <personalMailServerUserId xsi:nil="true"/> </VoiceMessagingMailServer> </pre>
--	---

3.4.3.46.4 services/VoiceMessaging/Greetings

This command is used to retrieve (GET method) the settings of Message Greetings related to Voice Messaging user service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/VoiceMessagi ng/Greetings
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingGreetings xmlns="http://schema.broadsoft.com/xsi"> <busyAnnouncementSelection>Personal</busyAnnouncementSelecti on> <busyPersonalAudioFile> <description>test-personal-busy</description> <mediaType>WAV</mediaType> </busyPersonalAudioFile> <busyPersonalVideoFile> <description>H.263 test-personal-video</description> <mediaType>MOV</mediaType> </busyPersonalVideoFile> </pre>

	<pre> <noAnswerAnnouncementSelection>Alternate03</noAnswerAnnounce mentSelection> <noAnswerPersonalAudioFile> <description>call-waiting.wav</description> </noAnswerPersonalAudioFile> <noAnswerPersonalVideoFile> <description>H.263 QueueDefaultWhisperMsg.mov</description> </noAnswerPersonalVideoFile> <noAnswerAlternateGreeting01> <name>GREETING ONE</name> <audioFile> <description>VMdefaultLongMsgWarningTone.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 QueueEntranceWaitTimeMinute36.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting01> <noAnswerAlternateGreeting02> <name>GREETING TWO</name> <audioFile> <description>prepaid-low-credits-warning- tone.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 TrtInterceptDeniedCall.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting02> <noAnswerAlternateGreeting03> <name>GREETING THREE</name> <audioFile> <description>call-waiting-1.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 QueueEntranceWaitTimeMinute76.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting03> <noAnswerNumberOfRings>10</noAnswerNumberOfRings> <disableMessageDeposit>>true</disableMessageDeposit> </pre>
--	--

	<pre><disableMessageDepositAction>Forward</disableMessageDepositAction> <greetingOnlyForwardDestination>0001</greetingOnlyForwardDestination> </VoiceMessagingGreetings></pre>
--	--

3.4.3.47 services/VoicePortal

This command is used to retrieve (GET method) a personalized name (upload audio file) for the Voice Messaging user service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/services/VoicePortal
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <VoicePortal xmlns="http://schema.broadsoft.com/xsi"> <usePersonalizedName>true</usePersonalizedName> <voicePortalAutoLogin>true</voicePortalAutoLogin> <personalizedNameAudioFile> <description>desc2</description> <mediaType>WAV</mediaType> </personalizedNameAudioFile> </VoicePortal></pre>

3.4.4 User Call Commands: /user/<userid>/calls

This section describes every call control command available in the Xtended Services Interface, targeting a Webex Calling-hosted end-user subscriber.

A key concept in call control commands is the *address* element/URL parameter. The address represents the identity of a user's phone or device. The most common example of an address is the phone number. A call control address in the Xtended Services Interface can be provided in various forms as follows:

- +12221001002 (E.164-formatted phone number)
- 1002 (phone number extension)
- [user@xdp.broadsoft.com \(user ID\)](#)
- sip:user@broadsoft.com (SIP URI)
- tel: +12221001002 (Tel URI)

Any one of these formats can be specified when sending an "address" as documented in Xtended Services Interface call control commands.

3.4.4.1 calls

This service returns the list of active calls for a given user. If a user is in a conference, the call leg that is part of the conference is identified. The response to this command contains a URL that can be used to obtain details on each active call that the user is in.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls
Command Category	Call Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Calls xmlns="http://schema.broadsoft.com/xsi"> <call inConference="false"> <callId>callhalf-722:0</callId> <uri>/v2.0/user/negi001@172.16.25.102/calls/callhalf-722:0</uri> </call> </Calls></pre>

3.4.4.2 calls/New

This service triggers a click-to-dial call origination for the user.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/new
Example URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/new?address=5006007001
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<pre><CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>callhalf-488:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	M	This is the address to dial once the user has picked up the phone on the local end of the call.

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>
<i>info</i>	String	O	This is an opaque information provided by the client for the Application Server to correlate this information with the call session. The Application Server stores this information against the call session and is transmitted to both ends of the call session during call setup.

3.4.4.3 calls/<callid>

This command is used to retrieve the details of a call (GET method) or to release a call (DELETE method).

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>
Command Category	Call Management
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Call xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"> <callId>callhalf-770:0</callId> <extTrackingId>97:1</extTrackingId> <personality>Originator</personality> <state>Active</state> <remoteParty> <name>Subhash negi002</name> <address>tel:7002</address> <userId>negi002@172.16.25.102</userId> <userDN countryCode="1">tel:+15006007002;ext=7002</userDN> <callType>Group</callType> </remoteParty> <endpoint xsi1:type="xsi:AccessEndpoint" xmlns:xsi="http://schema.broadsoft.com/xsi"> <addressOfRecord>5006007004@172.16.25.102</addressOfRecord> </endpoint> <appearance>1</appearance> <diversionInhibited /> <startTime>1269437349112</startTime> <answerTime>1269437354737</answerTime> </Call></pre>
DELETE Request Content	No Content
DELETE Response Content	No Content

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>decline</i>	True, False	O	<p>This parameter is only applicable to the DELETE method and is used to terminate a call in the alerting state.</p> <p>When <i>decline</i> is set to "True", it indicates whether the call should be immediately rejected with <i>Temporarily Unavailable</i> processing.</p> <p>The default value is "False". This means that the user stops being alerted, but the call remains in the alerting state until the call is released from the remote end or the answer timeout processing is triggered.</p>
<i>allowDetached</i>	True, False	O	<p>This parameter is only applicable to the GET method.</p> <p>When <i>allowDetached</i> is set to "True", it indicates that the details should be returned for the call if the state is detached; otherwise, the details for the call are not returned if the state of the call is detached.</p> <p>The default value is "False".</p>
<i>declineReason</i>	Busy, TemporarilyUnavailable	O	<p>This parameter is only applicable to the DELETE method and it is only applicable when the decline parameter is set to "true".</p> <p>When declining a call, if the <i>declineReason</i> parameter is not set, the call is sent to "Temporarily Unavailable" processing, which can trigger No Answer services such as Voice Mail and Call Forwarding No Answer. If the <i>declineReason</i> parameter is present, then the call is sent to the specified processing and it triggers the applicable services.</p>

3.4.4.4 calls/<callid>/BlindTransfer

This command is used to transfer the specified call to the specified address.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/BlindTransfer
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	M	This is the address to use for the call redirection.
<i>toFront</i>	True, False	O	If the parameter is set to "True" and the call is being transferred to a call center queue, then the call is transferred to the front in the queue. The default value is "False".

3.4.4.5 calls/<callid>/ClientSessionInfo

A remote application uses this command to explicitly associate the client session info with the existing call session. The client session info is specified as a URL parameter and is mandatory for this command. Upon receiving this command, the Application Server stores the client session info against the call session and triggers notifications for both ends of the call session. The notifications are sent over the SIP and/or Xsi interfaces. In the case of the Xsi interface, the *CallClientSessionInfoUpdateEvent* is triggered by this command.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/ClientSessionInfo
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>info</i>	String	M	This is an opaque information provided by the client for the Application Server to correlate this information with the call session. The Application Server stores this information against the call session and triggers notifications for both ends of the call session over the SIP and/or Xsi interface.

3.4.4.6 calls/<callid>/ConsultTransfer/<callid>

This command is used to transfer the specified calls after consulting with the receiving party.

This is referred to as an Attended Transfer, a Consultative Transfer, or a Transfer with Consultation. The user must have the Call Transfer service to use this command.

Consultation Transfer requires two call IDs, the call ID of the party to be transferred, and the call ID of the consulted party.

In the URI, callid1 refers to the call ID of the party to be transferred and callid2 refers to the call ID of consulted party.

The scope and privacy control is provided by the BroadWorks platform, and not Xsi-Actions, as mentioned in previous sections.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid1>/ConsultTransfer/<callid2>
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.7 calls/<callid>/ExecutiveAssistantCallPush

This command allows a remote application to initiate the Call Push action for the Executive Assistant feature.

The *calls/<callid>/ExecutiveAssistantCallPush* URL allows the remote application to issue a command to the Application Server to push the call back to the Executive associated with the call. The response that is returned can be a success response or an error response.

A success response is returned if the following conditions are met:

- The user must be an Assistant.
- The call for the specified call ID must exist for the Assistant.
- The call must be an Executive call for the Assistant.
- The Executive call must have already been answered.

Otherwise, an error response is returned.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/ExecutiveAssistantCallPush
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	200

3.4.4.8 calls/ExecutiveAssistantInitiateCall

The *calls/ExecutiveAssistantInitiateCall* URL allows the remote application to issue a command to the Application Server to make a call from the Executive Assistant on behalf of the Executive.

The Executive's address and the address to be dialed are necessary for this command. The client application can retrieve the list of Executives to whom the Assistant has been assigned to by invoking the */user/<userid>/services/executiveassistant* command.

The response that is returned can be call start information or an error response.

If the Call Initiate request succeeds, a new call is placed to the address specified in the command on behalf of the Executive. A successful HTTP POST request returns a *Location* header with the URL of the *callId* of the call created in the HTTP response. The HTTP response returned is a *200 OK*.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/ExecutiveAssistantInitiateCall
Command Category	Call Management
Methods	POST
POST Request Content	No content
POST Response Content	201

Parameter Description

The following parameters are necessary to initiate a call by the Executive Assistant on behalf of the Executive.

Parameter Name	Allowed Values	Optional / Mandatory	Description
<i>executive Address</i>	String	M	This is the address of the Executive on whose behalf the Assistant is initiating the call.
<i>address</i>	String	M	The address to which the call is to be initiated.

3.4.4.9 calls/<callid>/GroupCallPark

This command is used to park the specified call using Group Call Park (GCP). To use this command, the user must be a member of a GCP. Upon handling the request, Webex Calling selects an address in the group against which to park the call.

A successful HTTP PUT request returns a *Content-Location* header with a URL that reflects the selected address and that can be used to retrieve the parked call.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/GroupCallPark
-----	--

Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.10 calls/<callid>/Hold

This command is used to hold the specified call.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/Hold
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.11 calls/<callid>/MuteTransfer

This command is used to transfer the specified call to the specified address. The user must have the Call Transfer service to use this command. In contrast with the *calls/<callid>/BlindTransfer* service, the transfer actually takes place when the call to the specified address reaches the alerting state.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/MuteTransfer
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	<?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>l2</externalTrackingId> </CallStartInfo>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	M	This is the address to use for call redirection.

3.4.4.12 calls/<callid>/PauseRecording

The *PauseRecording* URL allows a call recording to be paused. The recording modes that support “pause” are *Always with Pause/Resume*, *On Demand*, and *On Demand with User Initiated Start*. The response returned can be a success response or an error response.

If the pause recording request is received and there are validation errors, an error response is returned; otherwise, a success response is returned.

If a subsequent pause recording request is received while the recording is already paused or while processing an earlier pause request, a success response is returned.

Only when the recording is successfully paused, the *CallRecordingPausedEvent* is sent. The *recordingState* element is set to “Paused” and the *allowedRecordingControls* element is updated according to the recording mode.

If the pause was not successful, the *CallRecordingPausedEvent* notification is not sent.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/PauseRecording
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.13 calls/<callid>/Park

This command is used to park a call so that any member of the group/enterprise can retrieve it later. A call can be parked against any user of the group/enterprise, including the user who parks the call. However, a user can only have one call parked at a time against them.

The user’s group must have the Call Park service to use this command.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/Park
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content

PUT Response Content	No Content
----------------------------	------------

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the user against which to park the call. When not specified, the call is parked against the user's own address.

3.4.4.14 calls/<callid>/Record

This command is used to record the specified call. The user must have the Call Recording service to use this command.

Receiving a success response to the command does not guarantee success of the record action requested; the success response only means that the command is being processed. However, receiving an error response is definitive; it means the command is not being processed because the validation checking detected conditions that prevent the command from being processed.

In addition, a *CallRecordingStartedEvent* is sent when the recording is started successfully.

The record command has additional capabilities if the user's call recording mode is *On Demand with User Initiated Start*. In this mode, the *calls/<callid>/record* URL allows the remote application to issue a command to the Application Server to record the call. Upon reception of this command in this mode, the Application Server starts the Call Recording service for the user's call.

There are situations in which the command is issued more than once during the life of a call. The following describes how the situation is handled in the *On Demand with User Initiated Start* mode.

- If the first record command came back with an error response, it is reasonable that the user would want to try the command again. In this situation, if the command is issued again, the Application Server reattempts to record the call. If the recording started successfully, the *CallRecordingStartedEvent* is sent. If not successful, *CallRecordingStartedEvent* is not sent.
- If the first record command resulted in a *CallRecordingStartedEvent* notification and the user issues the command a second time, the resulting response depends on whether the call is currently being recorded. If the user has stopped the recording prior to the second record command, then the success or failure of the reattempt is based on whether the *CallRecordingStartedEvent* is sent. If there is already an active recording, the Application Server returns a success response because the call is already being recorded.

If the user's call recording mode is *On Demand*, the *calls/<callid>/record* URL allows the remote application to issue a command to the Application Server to record the call. The response returned can be a success response or an error response.

There may be situations in which the command is issued more than once during the life of a call. The following describes how these situations are handled.

- If the first record command came back with an error response, it is reasonable that the user would want to try the command again. In this situation, if the command is issued again, the Application Server reattempts to record the call. If the recording started successfully, the *CallRecordingStartedEvent* is sent. If not successful, *CallRecordingStartedEvent* is not sent.
- If the first record command resulted in a *CallRecordingStartedEvent* and the user issues the command a second time, the Application Server returns a success response because the call is already being recorded.

If the record request is received and there are validation errors, an error response is returned; otherwise, a success response is returned.

If a subsequent record request is received while the recording is already underway or while processing an earlier record request, a success response is returned.

The *CallRecordingStartedEvent* is only sent when the recording is successfully started. The *recordingState* element is set to “Started” and the *allowedRecordingControls* element is updated according to the recording mode. When processing the record request, it is possible that the *CallRecordingStartingEvent* is sent prior to the *CallRecordingStartedEvent*. If the record request was not successful, the *CallRecordingStartedEvent* notification is not sent.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/Record
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.15 calls/<callid>/Reconnect

This command is used to retrieve the specified held call and release all other calls.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/Reconnect
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.16 calls/<callid>/ResumeRecording

The *ResumeRecording* URL allows a call recording to be resumed. The recording modes that support “resume” are *Always with Pause/Resume*, *On Demand*, and *On Demand with User Initiated Start*. The response returned can be a success response or an error response.

If the resume recording request is received and there are validation errors, an error response is returned; otherwise, a success response is returned.

If a subsequent resume recording request is received while the recording is already underway or while processing an earlier resume request, a success response is returned.

The *CallRecordingResumedEvent* is only sent when the recording is successfully resumed. The *recordingState* element is set to “Started” and the *allowedRecordingControls* element is updated according to the recording mode.

If the resume was not successful, the *CallRecordingResumedEvent* notification is not sent.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/ResumeRecording
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.17 calls/<callid>/StopRecording

The *StopRecording* URL allows a call recording to be stopped. The only recording mode that supports “stop” is *On-Demand with User Initiated Start*. The response returned can be a success response or an error response.

If the stop recording request is received and there are validation errors (see the following error codes), an error response is returned; otherwise, a success response is returned.

If a subsequent stop recording request is received while the recording is already stopped or while processing an earlier stop request, a success response is returned.

The *CallRecordingStoppedEvent* is only sent when the recording is successfully stopped. The *recordingState* element is removed and the *allowedRecordingControls* element is updated according to the recording mode. In addition, a *reason* element with “User Requested” is included.

If the stop was not successful, the *CallRecordingStoppedEvent* notification is not sent.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/StopRecording
Command Category	Call Management
Methods	PUT

PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.18 calls/<callid>/Talk

This command is used to answer the specified call if it is unanswered or to retrieve the specified call if it is held (that is, to start talking).

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/Talk
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.19 calls/<callid>/TransmitDTMF

This command is used to send a series of dual-tone multi-frequency (DTMF) digits on behalf of the user for the specified call.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/TransmitDTMF
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>playdtmf</i>	String of digits: 0,1,2,3,4,5,6,7, 8,9,*,#, A, B, C, D, comma	M	These are the digits to transmit. Including a comma indicates a pause between digits. In this example, the digits 2405551000 are transmitted followed by a pause, followed by the digits 2345: "2405551000, 2345".

3.4.4.20 calls/<callid>/VmTransfer

This command is used to transfer the specified call to the user's own voice mail or to another user's voice mail.

The user must have the Call Transfer service to use this command. There must also be a valid BroadWorks voice portal for the user and/or target for the target to use this request.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/<callid>/VmTransfer
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the target user's mailbox. If no address is specified, then the call is transferred to the transferring user's own voice mail.

3.4.4.21 calls/AutomaticCallback

This command is used to remove all pending Automatic Callbacks.

The user must have the Automatic Callback service to use this command.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/AutomaticCallback
Command Category	Call Management
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.4.22 calls/CallPickup

This command is used to pick up an alerting call. The user must be a member of a Call Pickup Group to use this request.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/CallPickup
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>12</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains a mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.23 calls/CallRetrieve

This command is used to invoke the Call Retrieve function for the specified user. This service effectively pulls the specified call for the target user from its current location to a different location for the target user. The target user must have a multiple appearance service active, such as BroadWorks Mobility, BroadWorks Anywhere, or Shared Call Appearance. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call retrieved in the HTTP response.

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/CallRetrieve
Command Category	Call Management
Methods	POST

POST Request Content	No Content
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callid>callhalf-1115:1</callid> <externalTrackingId>40:1</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains a mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.24 calls/CallReturn

This command is used to start a new call (that is, a Click To Dial call) using the address of the last call missed or received by the user. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Call Return service to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/CallReturn
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>12</externalTrackingId> </CallStartInfo>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains a mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.25 calls/CoachAgent

This command is used by a supervisor to perform coaching of an agent who is on a call with a customer. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code. A conference is created where the requesting user can hear the conversation between the agent and the customer, and also speak to the agent without being heard by the customer.

The user must have the Call Center Monitoring and Directed Call Pickup with Barge-in services assigned to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/CoachAgent
Command Category	Call Management
Methods	POST

POST Request Content	No Content
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the user to coach. When not specified, the user is connected to an IVR and prompted for the target user's address.
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.26 calls/Conference

This command is used to retrieve conference details, to start a conference, to add or remove participants to a conference, and to release a conference.

- Start Conference

An HTTP POST requests a conference to be started with the specified call IDs in the call element. The user must have the N-Way Call or Three-Way Call service to make this request. A minimum of two call IDs is required to start a conference.

- Remove Participant

Removing a participant is accomplished by ending the corresponding call that is part of the conference. An HTTP DELETE on the call's URL with the call ID of the participant's call removes the participant from the conference. Only one participant can be removed at a time.

- Retrieve Conference Detail

An HTTP GET requests conference details for the specified user's active session.

- End Conference

An HTTP DELETE requests the user's conference to be released. Note that this releases the user's leg to the conference and all the calls that are part of the conference as well.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference
Command Category	Call Management
Methods	GET, POST, DELETE
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8" ?> <Conference xmlns="http://schema.broadsoft.com/xsi"> <state>Active</state> <appearance>2</appearance> <conferenceType>Barge-In</conferenceType> <conferenceParticipantList> <conferenceParticipant> <callId>localhost1:0</callId> </conferenceParticipant> <conferenceParticipant> <callId>localhost1:1</callId> </conferenceParticipant> </conferenceParticipantList> </Conference></pre>
POST Request Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Conference xmlns="http://schema.broadsoft.com/xsi"> <conferenceParticipantList> <conferenceParticipant> <callId>localhost1:0</callId> </conferenceParticipant> <conferenceParticipant> <callId>localhost1:1</callId> </conferenceParticipant> </conferenceParticipantList> </Conference></pre>

POST Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.4.26.1 *calls/Conference/<callid>*

This command is used to add the specified call ID as a participant in the user's conference. Only one participant can be added at a time.

The participant's call ID can be specified in the URL or in the XML body.

- If the call ID is not specified in either the URL or the body, then the request is rejected.
- If the call ID is sent both in the URL and the body, then the call ID in the URL is added and the call ID in the body is ignored.
- If more than one call ID is sent in the body, then only the first call ID is added as a participant; the remaining call IDs are ignored.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/<callid>
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.2 *calls/Conference/<callid>/Deaf*

This command is used to "make deaf" a call participating in a conference. When deaf, the conference audio stream from the conference controller is not transmitted to the conference participant associated with the call. However, every participant can hear the deaf party. The video stream to the deaf party (if applicable) is blacked out.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/<callid>/Deaf
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content

PUT Response Content	No Content
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3.4.4.26.3 *calls/Conference/<callid>/Mute*

This command is used to mute a call participating in a conference. When muted, no audio stream is transmitted from the muted participant associated with the call to the other participants. The video stream of the call (if applicable) is not affected.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/<callid>/Mute
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.4 *calls/Conference/<callid>/UnDeaf*

This command is used to undefeaf a call participating in a conference. When this request is completed, the audio stream is transmitted again to the conference participant associated with the call. The video stream (if applicable) is restored.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/<callid>/UnDeaf
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.5 *calls/Conference/<callid>/UnMute*

This command is used to unmute a call participating in a conference. When unmuted, the audio stream can again be transmitted from the conference participant associated with the call to the other participants. The video stream (if applicable) is not affected.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/<callid>/UnMute
Command Category	Call Management

Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.1 *calls/Conference/BargeIn*

This command is used to transition an existing SilentMonitor or SupervisorCoach conference to a BargeIn conference..

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/BargeIn
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.2 *calls/Conference/Hold*

This command is used to hold a conference.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/Hold
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.1 *calls/Conference/SilentMonitor*

This command is used to transition an existing BargeIn or SupervisorCoach conference to a SilentMonitor conference..

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/SilentMonitor
Command Category	Call Management

Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.1 *calls/Conference/SupervisorCoach*

This command is used to transition an existing Bargeln or SilentMonitor conference to a SupervisorCoach conference.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/SupervisorCoach
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.2 *calls/Conference/Talk*

This command is used to retrieve a held conference.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/Conference/Talk
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.3 *calls/Conference/Mute*

This command allows the remote application to issue a command to mute the controller of a conference. The controller's user ID is necessary for the request.

Method Description

URI	https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/conference/mute
-----	---

Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.26.4 calls/Conference/Unmute

This command is used to unmute a conference. When unmuted, the audio stream can be transmitted from the controller of the conference (that is, the supervisor) to the other participants.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/conference/unmute
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.4.27 calls/DirectedCallPickup

This command is used perform a Directed Call Pickup. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Directed Call Pickup service assigned to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/DirectedCallPickup
Command Category	Call Management
Methods	POST
POST Request Content	No Content

POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo></pre>
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Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the user to pick up. When not specified, the user is connected to an IVR and prompted for the target user's address.
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. Default value is "All".
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains a mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.28 calls/DirectedCallPickupBargeIn

This command is used perform a Directed Call Pickup with Barge-in. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Directed Call Pickup with Barge-in service assigned to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/DirectedCallPickupBargeIn
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the user to barge-in. When not specified, automatic target selection is used (if enabled) or the user is connected is to an IVR and prompted for the target user's address.
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.29 calls/HookStatus

This command allows the remote application to get the hook status for the user.

The response returned can be a success response or an error response.

Method Description

URI	https://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/HookStatus
Command Category	Call Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <HookStatus xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <hookStatus>On-Hook</hookStatus> </HookStatus></pre>

3.4.4.30 calls/Imrn

The *imrn* command allows the user to create an IMRN resource on the Webex Calling Application Server to anchor a mobile call. The response generally contains the IMRN number allocated by the Application Server.

This is a POST operation, and a response contains the allocated or created IMRN resource.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/imrn[&callingPartyAddress=] [&calledPartyAddress=]
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content When status code is 201.	<?xml version="1.0" encoding="UTF-8"?> <IMRNInfo xmlns:p="http://schema.broadsoft.com/xsi"> <imrn>+15125556666</imrn> </IMRNInfo>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>callingPartyAddress</i>	String	M	This is the address of the calling party who is originating this call. The following are examples of valid content for this parameter: <ul style="list-style-type: none"> ▪ 9725551111 ▪ +19725551111
<i>calledPartyAddress</i>	String	M	This is the dialed digits of the called party address where the call is terminated. The following are examples of valid content for this parameter: <ul style="list-style-type: none"> ▪ 9725551111 ▪ +19725551111 ▪ Feature access codes ▪ Service access codes such as 711, 411

3.4.4.31 calls/LastNumberRedial

This command is used to originate a new call (a Click To Dial call) using the last address that was dialed. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Last Number Redial service to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/LastNumberRedial
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains a mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.32 calls/MessageSummary

This command is used to retrieve the message summary or to reset the message summary.

- Get message summary

An HTTP GET request retrieves the message summary. The user must have the Voice Messaging service to use the GET method.

- Clear message summary

An HTTP DELETE request clears the message summary. The user must have the Voice Messaging service to use the DELETE method.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/MessageSummary
Command Category	Calls
Methods	GET, DELETE

GET Request Content	No Content
GET Response Content	<pre><VoiceMailMessageSummary xmlns="http://schema.broadsoft.com/xsi"> <summary> <newMessages>2</newMessages> <oldMessages>3</oldMessages> <newUrgentMessages>2</newUrgentMessages> <oldUrgentMessages>3</oldUrgentMessages> </summary> </VoiceMailMessageSummary></pre>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.4.33 calls/ParkRetrieve

This command is used to retrieve a parked call. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user's group must have the Call Park service to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/ParkRetrieve
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>12</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address where a call is parked. When not specified, the retrieving user's primary extension/DN is used as the address.

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains a mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.34 calls/PushToTalk

This command is used to originate Push To Talk call (a Click-To-Dial call) to the specified address. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Push To Talk service to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/PushToTalk
-----	--

Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the remote party to call. When not specified, the user is connected is to an IVR and prompted for the called party address.
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains a mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.35 calls/SilentMonitor

This command is used by a supervisor to perform monitoring of an agent who is on a call with a customer. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code. A conference is created where the requesting user can hear the conversation between the agent and the customer but cannot speak to either party.

The user must have the Call Center Monitoring and Directed Call Pickup with Barge-in services assigned to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/SilentMonitor
Command Category	Call Management
Methods	POST

POST Request Content	No Content
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the user to monitor. When not specified, the user is connected to an IVR and prompted for the target user's address.
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.4.36 calls/TakeoverAgent

This command is used by a supervisor to take over an agent's call with a customer. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code. Announcements are played to the agent and to the customer and then the supervisor is connected with the customer, while the agent is released.

The user must have the Call Center Monitoring and Directed Call Pickup with Barge-in services assigned to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/calls/TakeoverAgent
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>address</i>	String	O	This is the address of the user whose call is to be taken over. When not specified, the user is connected is to an IVR and prompted for the target user's address.
<i>location</i>	Primary, BroadWorksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click To Dial locations to ring. The default value is "All".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>locationAddress</i>	String	O	<p>The <i>locationAddress</i> parameter identifies a specific BroadWorks Anywhere directory number, a specific Shared Call Appearance location, or a specific BroadWorks Mobility user's mobile directory number.</p> <p>When the <i>location</i> parameter is set to "BroadWorksAnywhere", the <i>locationAddress</i> is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>When the <i>location</i> parameter is set to "SharedCallAppearance", the <i>locationAddress</i> contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the <i>locationAddress</i>:</p> <ul style="list-style-type: none"> ▪ 9725551000@cisco.com ▪ 9725551000 <p>When the <i>location</i> parameter is set to "Mobility", the <i>locationAddress</i> is optional and contains mobile directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the <i>locationAddress</i> parameter:</p> <ul style="list-style-type: none"> ▪ 9725551000 ▪ +19725551000 <p>If the <i>locationAddress</i> is not specified, then it defaults to all mobile directory numbers associated with the user.</p>

3.4.5 User Directories Commands: /user/<userid>/directories

3.4.5.1 directories/BroadWorksAnywherePortal

This command is used to retrieve the BroadWorks Anywhere Portal numbers for a user. These are the numbers that can be used to initiate a Webex Calling call from a mobile phone using BroadWorks Anywhere.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/BroadWorksAnywherePortal
Command Category	Call Lists
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <BroadWorksAnywherePortal xmlns="http://schema.broadsoft.com/xsi"> <phoneNumbers> <phoneNumber>2003004001</phoneNumber> <phoneNumber>2003004002</phoneNumber> </phoneNumbers> </BroadWorksAnywherePortal></pre>

3.4.5.2 directories/CallCenters

This command is used to retrieve the list of call centers that a user is associated with as an agent.

Method Description

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallCenters
Command Category	Call Lists
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallCenters xmlns="http://schema.broadsoft.com/xsi"> <callCenter> <serviceUserID>CallCenter1@company.com</serviceUserID> <numberCallsInQueue>4</numberCallsInQueue> </callCenter> <callCenter> <serviceUserID>CallCenter2@company.com</serviceUserID> <numberCallsInQueue>2</numberCallsInQueue> </callCenter> </CallCenters></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>user</i>	Agent	M	Determines the type of relationship to look up. When set to "Agent", the command returns the list of call centers where the user is an agent.
<i>onlyLastStaffing</i>	True, False	O	This parameter is only applicable when the user is set to "Agent". When this parameter is set to "true", then the response includes a list of call centers for which the user is the last staffing agent and includes the number of calls remaining in those queues. The default value is "False".

3.4.5.3 directories/CallLogs

This command is used to retrieve (GET method) or delete (DELETE method) all call logs. The user must have the Basic Call Logs service.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CallLogs
Command Category	Call Lists

Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CallLogs xmlns="http://schema.broadsoft.com/xsi"> <placed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:38:41.101+05:30</time> <callLogId>48:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7004</phoneNumber> <name>Subhash Negi</name> <time>2010-03-26T15:38:33.844+05:30</time> <callLogId>49:0</callLogId> </callLogsEntry> </placed> <received /> <missed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-24T11:45:46.138+05:30</time> <callLogId>55:0</callLogId> </callLogsEntry> </missed> </CallLogs></pre>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.5.3.1 *directories/CallLogs/Missed*

This service is a subset of Call Logs service for missed call logs.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CallLogs/Missed
Command Category	Call Lists
Methods	GET, DELETE

GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <missed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:38:41.101+05:30</time> <callLogId>46:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7004</phoneNumber> <name>Subhash Negi</name> <time>2010-03-26T15:38:33.844+05:30</time> <callLogId>45:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007003</phoneNumber> <name>Subhash negi003</name> <time>2010-03-26T15:24:08.564+05:30</time> <callLogId>44:0</callLogId> </callLogsEntry> </missed></pre>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.5.3.1.1 *directories/CallLogs/Missed/<callLogId>*

This service allows the deletion of a specific missed call log by specifying its *callLogId*.

Method Description

URI	<code><xsiActionsEndpoint>/v2.0/user/<userid>/directories/CallLogs/Missed/<callLogId></code>
Command Category	Call Lists
Methods	DELETE

DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.5.3.2 *directories/CallLogs/Placed*

This service is a subset of Call Logs service for placed call logs.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CallLogs/Placed
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <placed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:38:41.101+05:30</time> <callLogId>46:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7004</phoneNumber> <name>Subhash Negi</name> <time>2010-03-26T15:38:33.844+05:30</time> <callLogId>45:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007003</phoneNumber> <name>Subhash negi003</name> <time>2010-03-26T15:24:08.564+05:30</time> <callLogId>44:0</callLogId> </callLogsEntry> </placed></pre>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.5.3.2.1 *directories/CallLogs/Placed/<callLogId>*

This service allows the deletion of a specific placed call log by specifying its *callLogId*.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CallLogs/Placed/<callLogId>
Command Category	Call Lists
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.5.3.3 *directories/CallLogs/Received*

This service is a subset of Call Logs service for received call log.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CallLogs/Received
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <received> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> </received>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.5.3.3.1 *directories/CallLogs/Received/<callLogId>*

This service allows the deletion of a specific received call log by specifying its *callLogId*.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CallLogs/Received/<callLogId>
Command Category	Call Lists

Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.5.4 directories/CustomContact

This command is used to get the list of directory names.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CustomContact
Command Category	Call Lists
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <CustomContact xmlns="http://schema.broadsoft.com/xsi"> <directory> <name>customDir1</name> </directory> <directory> <name>customDir2</name> </directory> </CustomContact></pre>

3.4.5.4.1 directories/CustomContact/<directoryName>

This command is used to retrieve the contact details for a particular custom contact directory.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/CustomContact/<directoryName>
Command Category	Directory
Methods	GET
GET Request Content	No Content

GET Response Content	<pre><?xml version="1.0" encoding="windows-1251"?> <Directory xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2</totalAvailableRecords> <contacts> <contact> <userId>north03@mtlasdev87.net</userId> <firstName>john3</firstName> <lastName>north</lastName> <department>Engineering</department> <number>5146987503</number> <extension>875-503</extension> <name>north, john3</name> </contact> <contact> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <department>Marketing</department> <number>5146987608</number> <extension>608</extension> <name>south, john8</name> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </contact> </contacts> </Directory></pre>
----------------------------	--

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>firstName</i>	String	O	Search criteria for a user's first name. Wild cards can be used as described in section 0 Wild Card and Flag Usage in Search Criterion.
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used as described in section 0 Wild Card and Flag Usage in Search Criterion.
<i>number</i>	String	O	Search criteria for a user's number. Wild cards can be used as described in section 0 Wild Card and Flag Usage in Search Criterion.
<i>Extension</i>	String	O	Search criteria for a user's extension. Wild cards can be used, as described in section 0 Wild Card and Flag Usage in Search Criterion.

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>mobile</i>	String	O	Search criteria for a user's mobile. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion..
<i>department</i>	String	O	Search criteria for a user's department. Wild cards can be used as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion..
<i>searchCriteriaMode Or</i>	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. If the <i>searchCriteriaModeOr</i> is set to "true", then any result that matches any of the criteria is included in the result. If the <i>searchCriteriaModeOr</i> is set to "false", only results that match all the search criteria are included in the results. The default value is "False".
<i>sortColumn</i>	lastName, firstName, department	O	Sort criteria for sorting returned result. If not specified, defaults to "lastName". The "/!" can also be added to the end of the Sort column. If it exists, it acts as a flag specifying that a case-insensitive sort should be performed. The "/desc" can also be added to the end of the Sort column. If it exists, it acts as a flag specifying that the sort should be descending instead of ascending.
<i>start</i>	Positive Integer Value of "0" is not allowed.	O	This is the starting result position to return. The default value is "1".
<i>results</i>	Positive integer in the range from 1 through 1000. Value of "0" is not allowed.	O	This is the number of results to return per page. The default and maximum value for this parameter is configured as a system option on Webex Calling. If the parameter is not included, then the configured value is used as default. If the parameter is included but exceeds the configured value, then the configured value is used and supersedes the parameter value.

3.4.5.5 directories/Enterprise

This service allows the retrieval of a user's enterprise directory.

This command supports paging. For more information about the URL parameters and message body elements related to paging, see section 3.2.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/Enterprise
Command Category	Directory
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <Enterprise xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2 </totalAvailableRecords> <enterpriseDirectory> <directoryDetails> <userId>agent1@172.16.25.102</userId> <externalId>a1cfc6d9-cf7a-4d62-b110- 214889f46866</externalId> <externalIdType>User</externalIdType> <firstName>agent1</firstName> <lastName>agent1</lastName> <hiranganaLastName>agent1 </hiranganaLastName> <hiranganaFirstName>agent1 </hiranganaFirstName> <groupId>WebClientGrp1</groupId> <number>+19008005006</number> <extension>5006</extension> <firstNameUnicode>agent1</firstNameUnicode> <lastNameUnicode>agent1</lastNameUnicode> <additionalDetails> <yahooId>agent1@172.16.25.102</yahooId> </additionalDetails> </directoryDetails> <directoryDetails> <userId>ankur1@172.16.25.102</userId> <externalId>e15bf237-e3a5-4705-9fd0- c7c234403a93</externalId> <externalIdType>User</externalIdType> <firstName>ankur</firstName> <lastName>ankur</lastName> <hiranganaLastName>ankur</hiranganaLastName> <hiranganaFirstName>ankur</pre>


```

</hiranganaFirstName>
<groupId>WebClientGrp1</groupId>
<number>+19008005003</number>
<extension>005-5003</extension>
<firstNameUnicode>ankur</firstNameUnicode>
<lastNameUnicode>ankur</lastNameUnicode>
<additionalDetails>
  <yahooId>ankurl@172.16.25.102</yahooId>
</additionalDetails>
</directoryDetails>
</enterpriseDirectory>
</Enterprise>

```

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>firstName</i>	String	O	Search criteria for a user's first name. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>name</i>	String	O	Search criteria for a user's name search on both first and last name simultaneously. This search criterion is compared against multiple combinations of first name and last name: <ul style="list-style-type: none"> ▪ First Name + " " + Last Name ▪ Last Name + " " + First Name ▪ Last Name + "," + First Name ▪ Hiragana Last Name + Hiragana First Name Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>userId</i>	String	O	Search criteria for a user's userId. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>groupId</i>	String	O	Search criteria for a user's groupId. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>number</i>	String	O	Search criteria for a user's number. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>extension</i>	String	O	Search criteria for a user's extension. This parameter should not contain the location code. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>yahoold</i>	String	O	Search criteria for a user's yahoold. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>mobileNo</i>	String	O	Search criteria for a user's mobile. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>department</i>	String	O	Search criteria for a user's department. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>emailAddress</i>	String	O	Search criteria for a user's e-mail address. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>searchCriteriaModeOr</i>	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. <ul style="list-style-type: none"> If the <i>searchCriteriaModeOr</i> is set to "true", then any result that matches any of the criteria is included in the result. If the <i>searchCriteriaModeOr</i> is set to "false", only results that match all the search criteria are included in the results. The default value is "false".
<i>sortColumn</i>	lastName, firstName, department	O	Sort criteria for sorting returned result. If not specified, defaults to lastName.

3.4.5.6 directories/EnterpriseCommon

This service allows the retrieval of a user's enterprise common phone list for a user.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/enterprisecommon
Command Category	Directory
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="windows-1251"?> <EnterpriseCommon xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2</totalAvailableRecords> <commonPhoneEntry> <name>John</name> <number>514-333-1234</number> </commonPhoneEntry> <commonPhoneEntry> <name>Jane</name> <number>514-333-1235</number> </commonPhoneEntry> </EnterpriseCommon></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>name</i>	String	O	Search criteria for a directory name. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>number</i>	String	O	Search criteria for a directory number. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>searchCriteriaModeOr</i>	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. <ul style="list-style-type: none"> If the <i>searchCriteriaModeOr</i> is set to "true", then any result that matches any of the criteria is included in the result. If the <i>searchCriteriaModeOr</i> is set to "false", only results that match all the search criteria are included in the results. Default value is "False".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>sortColumn</i>	name, number	O	Sort criteria, if not specified, default to <i>name</i> ascending and the sort is case-sensitive. The “/l” can also be added to the end of the <i>Sort</i> column. If it exists, it acts as a flag specifying that a case-insensitive sort should be performed. The “/desc” can also be added to the end of the <i>Sort</i> column. If it exists, it acts as a flag specifying that the sort should be descending instead of ascending.
<i>start</i>	Positive integer. Value of “0” is not allowed.	O	This is the starting result position to return. The default value is “1”.
<i>results</i>	Positive integer in the range from 1 through 1000. Value of “0” is not allowed.	O	This is the number of results to return per page. The default and maximum value for this parameter is configured as a system option on Webex Calling. If the parameter is not included, then the configured value is used as default. If the parameter is included but exceeds the configured value, then the configured value is used and supersedes the parameter value.

3.4.5.7 directories/Group

This service allows the retrieval of a user's group directory.

This command supports paging. For more information about the URL parameters and message body elements related to paging, see section 3.2.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/Group
Command Category	Directory
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <Group xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2 </totalAvailableRecords> <groupDirectory> <directoryDetails> <userId>negi001@172.16.25.102</userId> <externalId>a1cfc6d9-cf7a-4d62-b110- 214889f46866</externalId> <externalIdType>User</externalIdType> <firstName>Subhash</firstName> <lastName>Negi</lastName> <hiranganaLastName>Negi</hiranganaLastName> <hiranganaFirstName>Subhash </hiranganaFirstName> <groupId>WebClientGrp1</groupId> <number>+19008005010</number> <extension>5010</extension> <firstNameUnicode>Subhash</firstNameUnicode> <lastNameUnicode>Negi</lastNameUnicode> <additionalDetails> <yahooId>negi001@172.16.25.102</yahooId> <emailAddress>subhashnegi@gmail.com </emailAddress> <zip>201301</zip> <country>India</country> </additionalDetails> </directoryDetails> <directoryDetails> <userId>negi002@172.16.25.102</userId> <externalId>e15bf237-e3a5-4705-9fd0- c7c234403a93externalId> <externalIdType>User</externalIdType> <firstName>negi002</firstName> <lastName>negi002</lastName> <hiranganaLastName>negi002 </pre>

```

</hiranganaLastName>
<hiranganaFirstName>negi002
</hiranganaFirstName>
<groupId>WebClientGrp1</groupId>
<number>+19008005009</number>
<extension>005-5003</extension>
<firstNameUnicode>negi002</firstNameUnicode>
<lastNameUnicode>negi002</lastNameUnicode>
<additionalDetails>
  <yahooId>negi002@172.16.25.102</yahooId>
</additionalDetails>
</directoryDetails>
</groupDirectory>
</Group>

```

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>firstName</i>	String	O	Search criteria for a user's first name. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>lastName</i>	String	O	Search criteria for a user's last name. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>name</i>	String	O	Search criteria for a user's name search on both first and last name simultaneously. This search criterion is compared against multiple combinations of first name and last name: <ul style="list-style-type: none"> First Name + " " + Last Name Last Name + " " + First Name Last Name + "," + First Name Hiragana Last Name + Hiragana First Name Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>userId</i>	String	O	Search criteria for a user's userId. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>groupId</i>	String	O	Search criteria for a user's groupId. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>number</i>	String	O	Search criteria for a user's number. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion .
<i>extension</i>	String	O	Search criteria for a user's extension. This parameter should not contain the location code. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion .
<i>yahood</i>	String	O	Search criteria for a user's yahood. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion .
<i>mobileNo</i>	String	O	Search criteria for a user's mobile. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion .
<i>department</i>	String	O	Search criteria for a user's department. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion .
<i>emailAddress</i>	String	O	Search criteria for a user's e-mail address. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion .
<i>searchCriteriaModeOr</i>	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. <ul style="list-style-type: none"> If the <i>searchCriteriaModeOr</i> is set to "true", then any result that matches any of the criteria is included in the result. If the <i>searchCriteriaModeOr</i> is set to "false", only results that match all the search criteria are included in the results. The default value is "False".
<i>sortColumn</i>	lastName, firstName, department	O	Sort criteria for sorting returned result. If not specified, defaults to "lastName".

3.4.5.8 directories/GroupCommon

This service allows the retrieval of a user's group common phone list.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/groupcommon
Command Category	Directory
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="windows-1251"?> <GroupCommon xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2</totalAvailableRecords> <commonPhoneEntry> <name>John</name> <number>514-333-1234</number> </commonPhoneEntry> <commonPhoneEntry> <name>Jane</name> <number>514-333-1235</number> </commonPhoneEntry> </GroupCommon></pre>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>name</i>	String	O	Search criteria for a directory name. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>number</i>	String	O	Search criteria for a directory number. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>searchCriteriaModeOr</i>	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. <ul style="list-style-type: none"> If the <i>searchCriteriaModeOr</i> is set to "true", then any result that matches any of the criteria is included in the result. If the <i>searchCriteriaModeOr</i> is set to "false", only results that match all the search criteria are included in the results. The default value is "False".

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>sortColumn</i>	name, number	O	Sort criteria, if not specified, default to name ascending and the sort is case-sensitive. The “/l” can also be added to the end of the <i>Sort</i> column. If it exists, it acts as a flag specifying that a case-insensitive sort should be performed. The “/desc” can also be added to the end of the <i>Sort</i> column. If it exists, it acts as a flag specifying that the sort should be descending instead of ascending.
<i>start</i>	Positive integer. Value of “0” is not allowed.	O	This is the starting result position to return. The default value is “1”.
<i>results</i>	Positive integer in the range from 1 through 1000. Value of “0” is not allowed.	O	This is the number of results to return per page. The default and maximum value for this parameter is configured as a system option on Webex Calling. If the parameter is not included, then the configured value is used as default. If the parameter is included but exceeds the configured value, then the configured value is used and supersedes the parameter value.

3.4.5.9 directories/HotelingHosts

This service allows the retrieval of the list of available hoteling host stations for a user to use with the hoteling guest configuration.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/HotelingHosts
Command Category	Call Lists
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <AvailableHotelingHosts xmlns="http://schema.broadsoft.com/xsi"> <hostUserIdList> <userid>ankur1@cisco.com</userid> <userid>ankur2@cisco.com</userid> </hostUserIdList> </AvailableHotelingHosts> </pre>

3.4.5.10 directories/Personal

The personal directory request retrieves all the personal contacts of a user, sorted in alphabetical order by name.

This command supports paging. For more information about the URL parameters and message body elements related to paging, see section 3.2.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/Personal
Command Category	Call Lists
Methods	GET, POST
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Personal xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2</totalAvailableRecords> <entry> <name>someName<name> <number>+919900000000<number> </entry> <entry> <name>someOtherName<name> <number>2400000000<number> </entry> </Personal></pre>
POST Request Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Personal xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2</totalAvailableRecords> <entry> <name>someName<name> <number>+919900000000<number> </entry> <entry> <name>someOtherName<name> <number>2400000000<number> </entry> </Personal></pre>
POST Response Content	No Content

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>name</i>	String	O	Search criteria for a directory name. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>number</i>	String	O	Search criteria for a directory number. Wild cards can be used, as described in section 3.4.10 Wild Card and Flag Usage in Search Criterion.
<i>searchCriteriaModeOr</i>	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. <ul style="list-style-type: none"> If the <i>searchCriteriaModeOr</i> is set to "true", then any result that matches any of the criteria is included in the result. If the <i>searchCriteriaModeOr</i> is set to "false", only results that match all the search criteria are included in the results. The default value is "false".
<i>sortColumn</i>	name, number	O	Sort criteria, if not specified, default to name ascending and the sort is case-sensitive. The "l" can also be added to the end of the <i>Sort</i> column. If it exists, it acts as a flag specifying that a case-insensitive sort should be performed. The "/desc" can also be added to the end of the <i>Sort</i> column. If it exists, it acts as a flag specifying that the sort should be descending instead of ascending.

3.4.5.10.1 Directories/Personal/<name>

This service allows the deletion of a specific personal directory entry by specifying its name.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/directories/Personal/<name>
Command Category	Call Lists
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.6 User Voice Messaging Commands: /user/<userid>/VoiceMessagingMessages

3.4.6.1 VoiceMessagingMessages

This command is used to retrieve a list of detailed information regarding each of the subscriber's voice messages.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/VoiceMessagingMessages
Command Category	Voice Messaging
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <VoiceMessagingMessages xmlns="http://schema.broadsoft.com/xsi"> <messageInfoList> <messageInfo> <duration>114530</duration> <callingPartyInfo> <name>sender_1</name> <userId>south00</userId> <userExternalId type="User">e15bf237-e3a5-4705-9fd0-c7c234403a93</userExternalId> <address>1234</address> </callingPartyInfo> <time>1352533144935</time> </messageInfo> <messageInfo> <duration>110030</duration> <callingPartyInfo> <name>Ken Watson</name> <address>tel:0002</address> </callingPartyInfo> <video/> <time>1359383144935</time> <messageId>/v2.0/user/jbloggs@BroadWorks/voicemessagingmessages/e5c3a18b-3508-45e7-9577-e8889e4efffb</messageId> </messageInfo> <messageInfo> <duration>114530</duration> <callingPartyInfo> <address>tel:0563</address> </callingPartyInfo> <urgent/> <confidential/> <time>1359388944935</time> <messageId>/v2.0/user/jbloggs@BroadWorks/voicemessagingmessages/e81d6820-9957-4991-9d06-af6c8d280d5e</messageId> </messageInfo> <messageInfo></pre>

	<pre> <duration>210030</duration> <callingPartyInfo> <name>Simon Johnson</name> </callingPartyInfo> <read/> <urgent/> <time>1359322144935</time> <messageId>/v2.0/user/jbloggs@BroadWorks/voicemessagi ngmessages/f3bf896f-a59b-4732-87fa-3e57d3c0efb0</messageId> </messageInfo> <messageInfo> <callingPartyInfo> <privacy/> </callingPartyInfo> <read/> <fax/> <time>1359383144935</time> <faxPageCount>3</faxPageCount> <messageId>/v2.0/user/jbloggs@BroadWorks/voicemessagi ngmessages/55e76141-ae75-450a-80d0-3857095b1989</messageId> </messageInfo> </messageInfoList> </VoiceMessagingMessages> </pre>
--	---

3.4.6.1.1 *VoiceMessagingMessages/MarkAllAsUnread*

This command is used to modify (PUT) voice messages for a subscriber, marking all their messages as “new” that is, **not** “read” yet.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/VoiceMessagingMessages/MarkAllAsUnread
Command Category	Voice Messaging
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.6.1.2 *VoiceMessagingMessages/MarkAllAsRead*

This command is used to modify (PUT) voice messages for a subscriber, marking all their messages as “read” (that is, **not** “new”).

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/voicemessagingmessages/markAllAsRead
Command Category	Voice Messaging
Methods	PUT

PUT Request Content	No Content
PUT Response Content	No Content

3.4.6.1.3 VoiceMessagingMessages/<messageId>

This command is used to retrieve (GET method) the full content of a voice message or to delete (DELETE method) a voice message.

In the event that a second download request arrives for the same subscriber while another download is already in progress, an error is returned to the second caller.

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/VoiceMessagingMessages/<messageId>
Command Category	Voice Messaging
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <VoiceMessage xmlns="http://schema.broadsoft.com/xsi"> <messageInfo> <duration>110030</duration> <callingPartyInfo> <name>Ken Watson</name> <address>tel:0002</address> </callingPartyInfo> <video/> <time>1363014750766</time> <messageId>/v2.0/user/jbloggs@BroadWorks/voicemessaging messages/e5c3a18b-3508-45e7-9577-e8889e4efffb</messageId> </messageInfo> <messageMediaContent> <description></description> <mediaType>MOV</mediaType> <content> BASE 64 content omitted for reasons of space. </content> </messageMediaContent> </VoiceMessage></pre>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.4.6.1.3.1 VoiceMessagingMessages/<messageId>/MarkAsUnread

This command is used to modify (PUT) a voice message, marking it as “new” (that is, **not** “read” yet).

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/VoiceMessagingMessages/<messageId>/MarkAsUnread
Command Category	Voice Messaging
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.6.1.3.2 VoiceMessagingMessages/<messageId>/MarkAsRead

This command is used to modify (PUT) a voice message, marking it as “read” (that is, **not** “new”).

Method Description

URI	<xsiActionsEndpoint>/v2.0/user/<userid>/VoiceMessagingMessages/<messageId>/MarkAsRead
Command Category	Voice Messaging
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.4.7 Call Center Profile Commands: /callcenter/<callcenterid>/profile

3.4.7.1 profile

This command is used to get the details of a call center instance. This command is used by agents of a target Call Center.

Method Description

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/profile
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <ACDProfile xmlns="http://schema.broadsoft.com/xsi"> <serviceInstanceProfile> <name>g1PremiumCallCenter</name> <callingLineIdLastName>g1CC_Last </callingLineIdLastName> <callingLineIdFirstName>g1CC_First </callingLineIdFirstName> <hiraganaLastName>Call Center</hiraganaLastName> <phoneNumber>9728880010</phoneNumber> <extension>0010</extension> <language>English</language> <timeZone>US/Central</timeZone> <timeZoneDisplayName>(GMT-05:00) US/Central </timeZoneDisplayName> </serviceInstanceProfile> <type>Standard</type> <routingType>Skill-Based</routingType> <policy>Regular</policy> <enableVideo>>false</enableVideo> <queueLength>1</queueLength> <allowCallerToDialEscapeDigit>true </allowCallerToDialEscapeDigit> <escapeDigit>0</escapeDigit> <resetCallStatisticsUponEntryInQueue>>false </resetCallStatisticsUponEntryInQueue> <allowAgentLogoff>true</allowAgentLogoff> <allowCallWaitingForAgents>>false </allowCallWaitingForAgents> <allowCallsToAgentsInWrapUp>>false </allowCallsToAgentsInWrapUp> <overrideAgentWrapUpTime>>false </overrideAgentWrapUpTime> <forceDeliveryOfCalls>>false</forceDeliveryOfCalls> <enableAutomaticStateChangeForAgents>>false</pre>

	<pre></enableAutomaticStateChangeForAgents> <agentStateAfterCall>Available</agentStateAfterCall> <externalPreferredAudioCodec>None </externalPreferredAudioCodec> <internalPreferredAudioCodec>None </internalPreferredAudioCodec> <playRingingWhenOfferingCall>true </playRingingWhenOfferingCall> <externalReporting>true</externalReporting> <enableThreshold>true</enableThreshold> </ACDProfile></pre>
--	---

3.4.8 Call Center Call Commands: /callcenter/<callcenterid>/calls

3.4.8.1 Calls

This command is used to return the details of all calls currently queued in the ACD queue. This command is used by agents of a target Call Center.

Method Description

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls
Command Category	Call Management
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <ACDQueue xmlns="http://schema.broadsoft.com/xsi"> <queueEntries> <queueEntry> <callId> callhalf-199:0</callId> <extTrackingId>97:1</extTrackingId> <remoteParty> <name>Subhash</name> <userId>negi001@172.16.25.102</userId> <privacy/> <callType>Group</callType> </remoteParty> <addTime>1274964256057</addTime> <removeTime>1274964256088</removeTime> <mandatoryEntrance/> <bounced/> <reordered/> <preservedWaitTime>4</preservedWaitTime> <acdName> </acdName> <acdNumber countryCode="0"/> <acdPriority>0-Highest</acdPriority> <addTimeInPriorityBucket/> <preservedWaitTimeInPriorityBucket>6 </preservedWaitTimeInPriorityBucket> </queueEntry> </queueEntries> </ACDQueue> </pre>

3.4.8.2 calls/<callid>

This command is used to release a call that is currently queued in the ACD queue. This command is used by agents of a target Call Center.

Method Description

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls/<callid>
Command Category	Call Management
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	NO Content

3.4.8.3 calls/<callid>/BlindTransfer

This request is used to transfer an existing call to a new destination. This command is used by agents of a target Call Center.

Method Description

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls/<callid>/BlindTransfer
Command Category	Call Management
Methods	PUT
GET Request Content	NO Content
GET Response Content	NO Content

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>phoneno</i>	String	M	Specifies the number to use for call redirection.

3.4.8.4 calls/<callid>/Reorder

This request is used to move the call in an ACD queue to the specified position.

The position specifies the location of a call in an ACD queue. The call at position 0 in the queue is the next call to be distributed to an agent. A remote application can modify the position of a call if its priority is set to "0-Highest" if it has not been bounced and if it not being played a mandatory entrance message. The new position is returned in the response. This command is used by agents of a target Call Center.

NOTE: The new position does not always match the requested position due to the dynamic nature of the queue.

Method Description

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls/<callid>/Reorder
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	<QueueCallOrder xmlns="http://schema.broadsoft.com/xsi"> <position>0</position> </QueueCallOrder>

Parameter Description

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>index</i>	Number	O	Specifies the number to use for call redirection. The default value is "0".

3.4.9 Version Command

3.4.9.1 Version Command: /versions

This command allows for the retrieval of Xsi-Actions version information. Version information includes the baseline Xsi version and patched commands with their corresponding versions.

Method Description

URI	<xsiActionsEndpoint>/v2.0/versions
Command Category	Versions
Methods	GET
GET Request Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="ISO-8859-1"?> <Versions xmlns="http://schema.broadsoft.com/xsi"> <commands> <baseline>21.0</baseline> <patchedCommand> <uri>/v2.0/user/%userid%/directories/enterprise</uri> <version> <value>21.1</value> </version> </patchedCommand> </commands> </Versions></pre>

3.4.10 Wild Card and Flag Usage in Search Criterion

A search can often be performed with wildcard characters (“ * ”) to perform a “start with”, “containing”, or “equal to” search. For example:

- If *firstName* is set to “john*”, then a “start with” search is performed for any *firstName* that starts with the string “john”.
- If *firstName* is set to “*john*”, then a “containing” search is performed for any *firstName* that contains the string “john”.
- Finally, if *firstName* does not contain any wild card “john”, then an “equal to” search is performed for any *firstName* that is set to “john”.

The “/i” can also be added at the end of the search string. It then acts as a flag specifying that a case-insensitive search be performed. For example, if *firstName* is set to “john/i”, then a case-insensitive search is performed. This search would successfully match the strings “John” and “john”. If *firstName* is simply set to “john”, then a case-sensitive search is performed. To use the “/” as a “literal” in a search string, it must be “escaped” with a backslash. In other words, to search for a value that contains the “/” character, make sure to add a backslash (“\”) before the “/” character, to avoid confusion between the slashes in the URL and the slashes meant to be searched in the data fields.

3.4.11 Paging Responses

Commands that are used to retrieve a list of items can support paging responses. Paging support is implemented via URL parameters in the HTTP GET command. For example:

```
.../com.broadsoft.xsi-
actions/v2.0/<command>?start=val1&results=val2&otherparam=val3
```

A paging response echoes the parameters in the response message body. Example:

```
<?xml version="1.0" encoding="UTF-8"?>
<SomeElement xmlns:"http://schema.broadsoft.com/xsi">
  <startIndex>1</startIndex>
  <numberOfRecords>1</numberOfRecords>
  ...
</SomeElement>
```

Result numbering is 1-based, that is, an index of 1 identifies the first result. The number of results per page is inclusive, that is, the *n*th result is included for a page size of *n*. If either one or both of the above parameters are not specified in a GET request, the default values of these parameters are applied.

Paging Query Parameters

Parameter Name	Allowed Value	Optional / Mandatory	Description
<i>start</i>	Positive Integer Value of 0 is not allowed.	O	This is the starting result position to return. The default value is "1".
<i>results</i>	Positive Integer in the range from 1 through 1000. Value of 0 is not allowed.	O	This is the number of results to return per page. The default and maximum value for this parameter is configured as a system option on Webex Calling. If the parameter is not included, then the configured value is used as default. If the parameter is included but exceeds the configured value, then the configured value is used and supersedes the parameter value.

3.5 Xsi Responses

3.5.1 Response

The Response type is used to return the details of a response to a request. The Response type always contains the following common set of parameters.

Parameter	Parameter Type	Required	Description
<i>requestId</i>	RequestId	Yes	An identification supplied by the remote application to map the request to the response.
<i>sessionId</i>	SessionId	No	The session identifier.
<i>statusCode</i>	Integer	Yes	The status code indicates the result of the request, and is used by the remote application to determine whether the requested action has succeeded or not. Status codes correspond to the values defined in the <i>RFC 2616 Hypertext Transfer Protocol-HTTP/1.1</i> .
<i>reason</i>	String	Yes	The reason is included for informational purposes and corresponds to the status codes defined in <i>RFC 2616 Hypertext Transfer Protocol-HTTP/1.1</i> .
<i>errorInfo</i>	ErrorInfo	No	Present in case of a failure response. This field can be used to obtain additional information on the source of the failure.
<i>trackingId</i>	TrackingId	No	This is the trackingId sent in the request.

The Response type can also contain some additional parameters specific to a request response. More information is provided in the following subsections.

The *errorInfo* is present in case of a failure and contains the following parameters.

Parameter	Parameter Type	Required	Description
<i>errorCode</i>	Integer	Yes	The code of the error.
<i>summary</i>	String	Yes	The description of the error. Contains the error text in the authenticated subscriber's language.
<i>summaryEnglish</i>	String	Yes	The description of the error in English.

In case of a failure, the *errorInfo* is not always present in the returned error message. The following table lists the various status codes that are returned by this application and whether the *errorInfo* is present or not for each case.

statusCode	Reason Value	errorInfo	Scenario(s)
400	Bad request	Mandatory	Cannot understand request, bad syntax. Generally, most errors fall under this category.
401	Unauthorized	Optional	Incorrect user/user out of scope in Xsi-URL.
403	Forbidden	Optional	Access is forbidden according to the configuration.
404	Not found	Optional	Unknown URL. (This is the wrong version, service name, or resource name in the Xsi-URL.)
405	Method not allowed	Mandatory	Unsupported method is received.
409	Conflict	Mandatory	Could not fulfill request due to resource conflict. (Invalid, not well formed, or missing XML payload.)
412	Precondition failed	Mandatory	Precondition given by client failed.
500	Internal server error	Optional	Unexpected server errors.
503	Service unavailable	Optional	Requested resource is not available currently.

3.5.2 Common Errors

Since some errors are common to multiple requests, they have been regrouped in this section and are referred by each request in the following subsections.

3.5.2.1 Target User Errors

statusCode	errorCode	Summary
400	100002	Invalid user ID <userId>. The user ID must be of the form user@domain.
400	100003	User <userId> not found.
400	100014	Admin/User <userId> is not authorized for user <userId>.
400	100011	Blocked by the user's Privacy service.
400	100015	User is a virtual subscriber.

3.5.2.2 Address Error

statusCode	errorCode	Summary
400	100005	Address <address> must be a SIP or tel URI.

3.5.2.3 CallId Errors

statusCode	errorCode	Summary
400	101006	Call <callId> is not valid.
400	101002	Call <callId> not found.

3.5.2.4 Address Destination Errors

statusCode	errorCode	Summary
400	100001	User with address <address> is not found.
400	100012	User for address <address> has no primary phone number.
400	100013	Address <address> cannot be an international E.164 address.

3.5.2.5 System Errors

The system errors are usually caused by invalid configuration, system failure, and so on. These errors are divided in three groups.

In the first group, errors do not have summary or an `errorCode` associated with them. They are generated by low-level software components.

statusCode	Reason
401	Not authorized
403	Forbidden
404	Not found
500	Internal server error
503	Service unavailable

The second group is composed of system errors that have some summary information and an `errorCode` associated. However, the error summary for this group however cannot be localized.

statusCode	errorCode	Summary
400	1000	Missing required parameter.
500	1001	Invalid response from server.
400	1100	Invalid value of <code>startIndex</code> or number of results. Minimum value of <code>startIndex</code> and number of results should be 1.
503	1101	Non-HTTPs request.
409	1102	Missing entity body in request.
409	1103	Failed to parse XPath information.
400	1104	Unexpected value for format.
400	1105	Callback not acceptable.
400	1106	Callback expected.
500	1107	Internal server error, session ended before request processing.
405	1108	Method not supported.
409	1109	Unable to read from request.
404	1110	User name missing in URL.
500	1111	Internal server error – unexpected error while reading from request.
409	1112	Parsing xml-fragment body fails.
404	1113	Service handler not found.
400	1114	Unable to read JSON from request.
500	1115	Unexpected exception while providing JSON response.
409	1116	Invalid Xml.

The third and final group is composed of system errors that have summary information and an errorCode associated with them. The summary information can be localized for these errors.

statusCode	errorCode	Summary
500	102000	System error.
503	102001	Denied due to overload.
400	102002	Unable to find or create session.
400	102003	XML parsing failed: <message>.
400	102004	Invalid encoding: <encoding>.
400	102005	XML schema validation failed: <errorList>.
400	102006	Request is not valid.
400	102007	Request handler not found.
400 or 403 ¹	100004	Unauthorized request.

¹ Error 100004 "Unauthorized request" is associated with a status code of 403 when returned by subscription, channel, and application controller requests. All other requests use a status code of 400 for this error.

3.5.2.6 Subscription Errors

statusCode	errorCode	Summary
403	110040	The user has not been assigned the BroadWorks Anywhere service.
403	110200	The user has not been assigned the Call Center-Basic, Call Center-Standard, or Call Center-Premium service.
403	110202	The user has not been assigned the Call Center-Premium service.
403	110203	The user has not been assigned to a Call Center.
403	110070	The user has not been assigned the Call Forwarding Always service.
403	110080	The user has not been assigned the Call Forwarding Busy service.
403	110090	The user has not been assigned the Call Forwarding No Answer service.
403	110500	The user has not been assigned the Call Transfer service.
403	110570	The user has not been assigned the Call Waiting service.
403	110630	The user has not been assigned the CommPilot Express service.
403	110690	The user has not been assigned the Do Not Disturb service.
403	110710	The user has not been assigned the Hoteling Guest service.
403	110720	The user has not been assigned the Last Number Redial service.
403	110730	The user has not been assigned the Music On Hold User service.
403	110740	The user has not been assigned the N-Way Calling service.
403	110820	The user has not been assigned the Remote Office service.
403	110407	The user has not been a Route Point.
403	110750	The user has not been assigned the Sequential Ringing service.
403	110770	The user has not been assigned the Simultaneous Ringing Personal service.
403	110780	The user has not been assigned the Third-Party Voice Mail Support service.
403	110790	The user has not been assigned the Three-Way Calling service.
403	110801	The user has not been assigned the Voice Messaging user service.
403	110980	The user has not been assigned the Call Recording service.

4 Xsi-Events

4.1 Overview

Xsi-Events provide asynchronous event notifications to a remote application. Event notifications are modeled as subscription and notification requests. A remote application sends a subscription request, and if the subscription is successful, Webex Calling generates an initial event notification. Future events trigger additional notifications.

Event notifications are carried in HTTP messages. This allows web applications to receive notifications when resources change their state on Webex Calling. Xsi-Events notifications cover two main areas:

- Call Events – Allows event notification of real-time call information on active calls. Notifications are sent when calls are ringing, answered, transferred, and so on.
- Service Events – Allows event notification when a service configuration has changed.

4.2 Functional Description

4.2.1 Architecture and Messaging

Remote applications receive event notifications from Webex Calling. Events via an event channel. To do this, a remote application first establishes an event channel for event delivery. Xsi-Events then deliver events for this subscription over the event channel.

The event channel is established as a streaming HTTP connection. This persistent connection is created using Comet semantics. The channel creation process proceeds as follows:

- The client opens an HTTPS connection to Webex Calling by issuing an *Xtended Services Interface Event Channel Add* request.
Webex Calling processes this and responds with a chunked response, that is, either a success or an error response with a *Transfer-Encoding: chunked* header.
- The client processes the responses but keeps the connection open as the response is chunked, maintaining a streaming HTTP semantic.
- The client issues an *Xtended Services Interface Subscribe* for one or more event packages over a second HTTPS connection to Webex Calling. This connection is not a Comet connection, but rather a standard *HTTP 1.1 request-response* connection.
- Webex Calling responds to this Subscribe, if successful, with a valid subscription identifier.
- Webex Calling delivers initial and subsequent events matching the subscription as individual chunks over the established event channel connection, if and when events trigger in Webex Calling.
- The client processes these events and sends an event response for each event over a second (non-Comet) HTTPS connection to Webex Calling.
- The client sends a periodic heartbeat request, to ensure downstream firewalls or proxies do not tear down the (Comet) HTTP connection due to inactivity. The client sends the heartbeat request over a second HTTPS connection to Webex Calling. Webex Calling provides a success response for the request and also sends a heartbeat message as an individual chunk over the established event channel connection. For Webex Calling, this timeout is set to 30 seconds, so a heartbeat should be set every 15 seconds.

When a channel is established, the client application must cache the of the specific server it reached as well as the cookies returned, as it will need to establish a new HTTP connection to it (with the cookies) in order to send a channel heartbeat. Since the channel heartbeat must be invoked on the server hosting the streaming connection, sending it to an FQDN can result in it being sent to another server, invalidating the heartbeat. The same applies to the channel/EventResponse command (for more information, see section 4.2.3).

For a streaming HTTP/HTTP Comet connection to be established between a client application and Xsi-Events, Webex Calling requires *com.broadsoft.async* to be placed in the method URL causing it to become *.../com.broadsoft.async/com.broadsoft.xsi-events*. For ease of documentation, the notation - *<xsiEventsChannelEndpoint>* - is used from this point forward. On reading this URL prefix, Webex Calling internally rewrites the method using Comet semantics to Xsi-Events.

For example, while establishing an event channel, a streaming HTTP connection should be established. A client application would issue the POST HTTP command to a URL in the following format.


```
POST <xsiEventsChannelEndpoint>/v2.0/channel
```

For information on the resolution of <xsiEventsChannelEndpoint> to the actual information used to build the URL, please refer to Section **Error! Reference source not found.**

The following figures illustrate channel creation, event delivery triggered by subscription, and channel heartbeat:

- *Figure 3 Channel Creation* shows how the client opens a streaming connection and creates a channel for event delivery. The request includes the URL prefix described above. The response uses chunked transfer encoding and the initial chunk provides the identity of the channel created.
- *Figure 4 Event Subscription* shows how the client creates a subscription. The request is sent on a separate HTTPS connection and does not include the URL prefix. The *Subscription* document included in the request body includes a reference to the same channel set identifier used to create the channel. The response provides the identifier of the subscription created.
- *Figure 5 Event Notification* shows how Webex Calling sends events to the client. The event is sent as an individual chunk over the HTTPS Comet connection. The client receives the event and sends an event response on a separate HTTPS connection. The *EventResponse* included in the request body includes the same event ID that was received in the event.
- *Figure 6 Channel HeartBeat* shows how the client triggers the channel heartbeat. The request is sent on a separate HTTPS connection and does not include the URL prefix. Upon handling the request, Webex Calling sends a channel heartbeat document as an individual chunk over the HTTPS Comet connection. The client is expected to receive and discard the chunk.

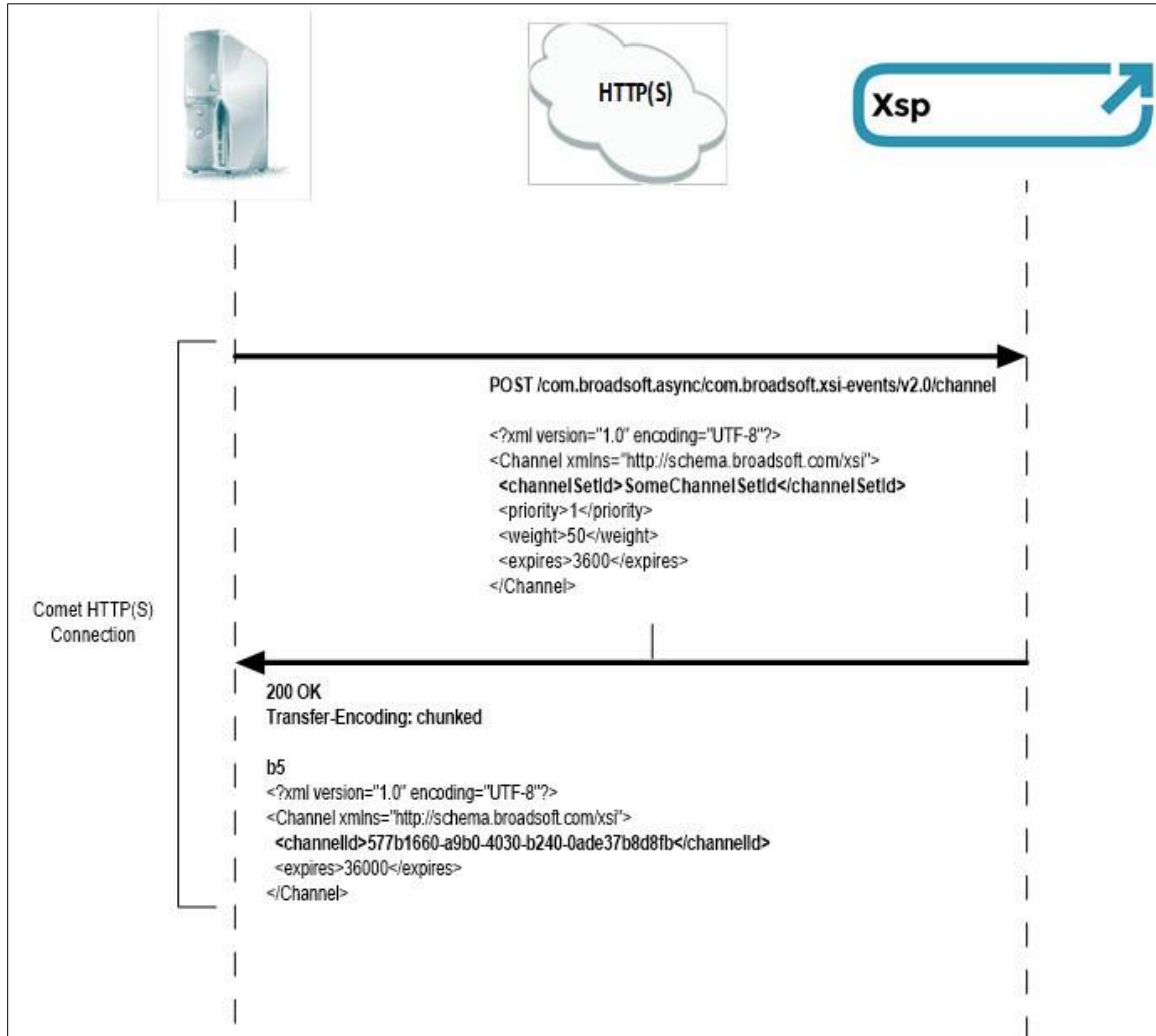


Figure 3 Channel Creation

NOTE: The cookies and server address must be cached upon channel creation in order to be able to send the heartbeat and event responses to the same server.

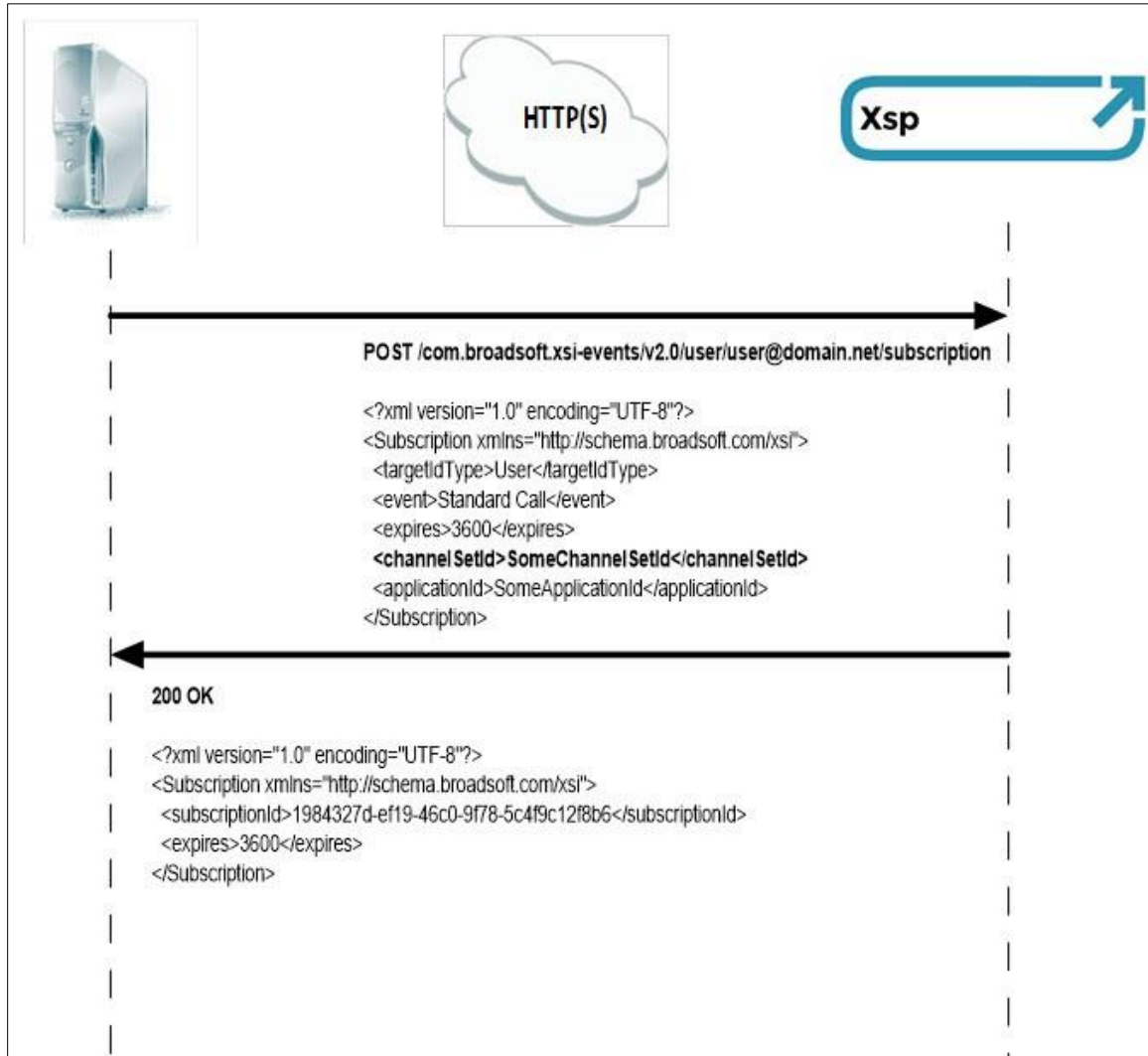


Figure 4 Event Subscription

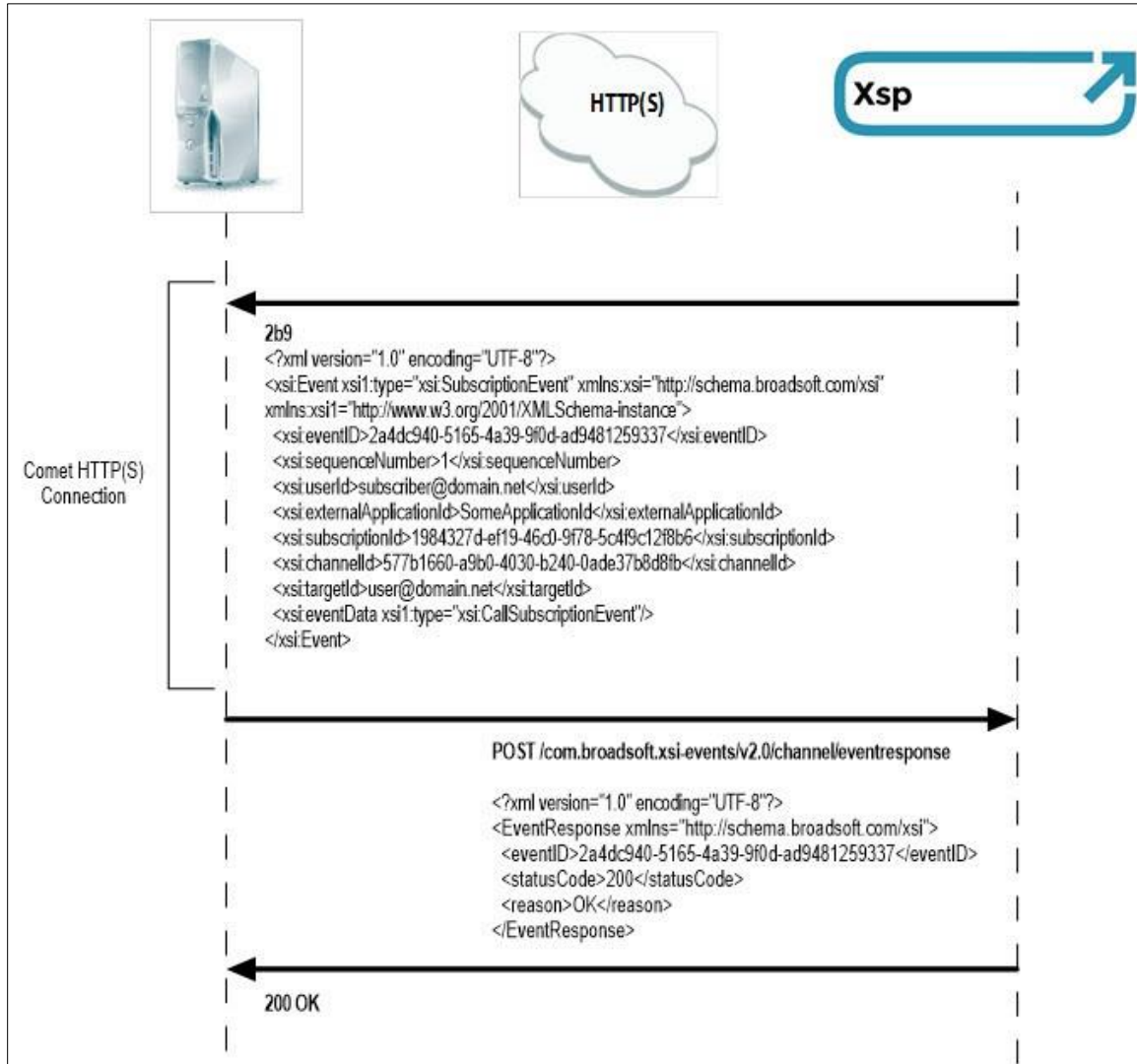


Figure 5 Event Notification

NOTE: The EventResponse must be sent to the server on which the channel was created. The address and cookies cached earlier is used to reach a specific server instead of any server of a cluster that can be reached through a FQDN.

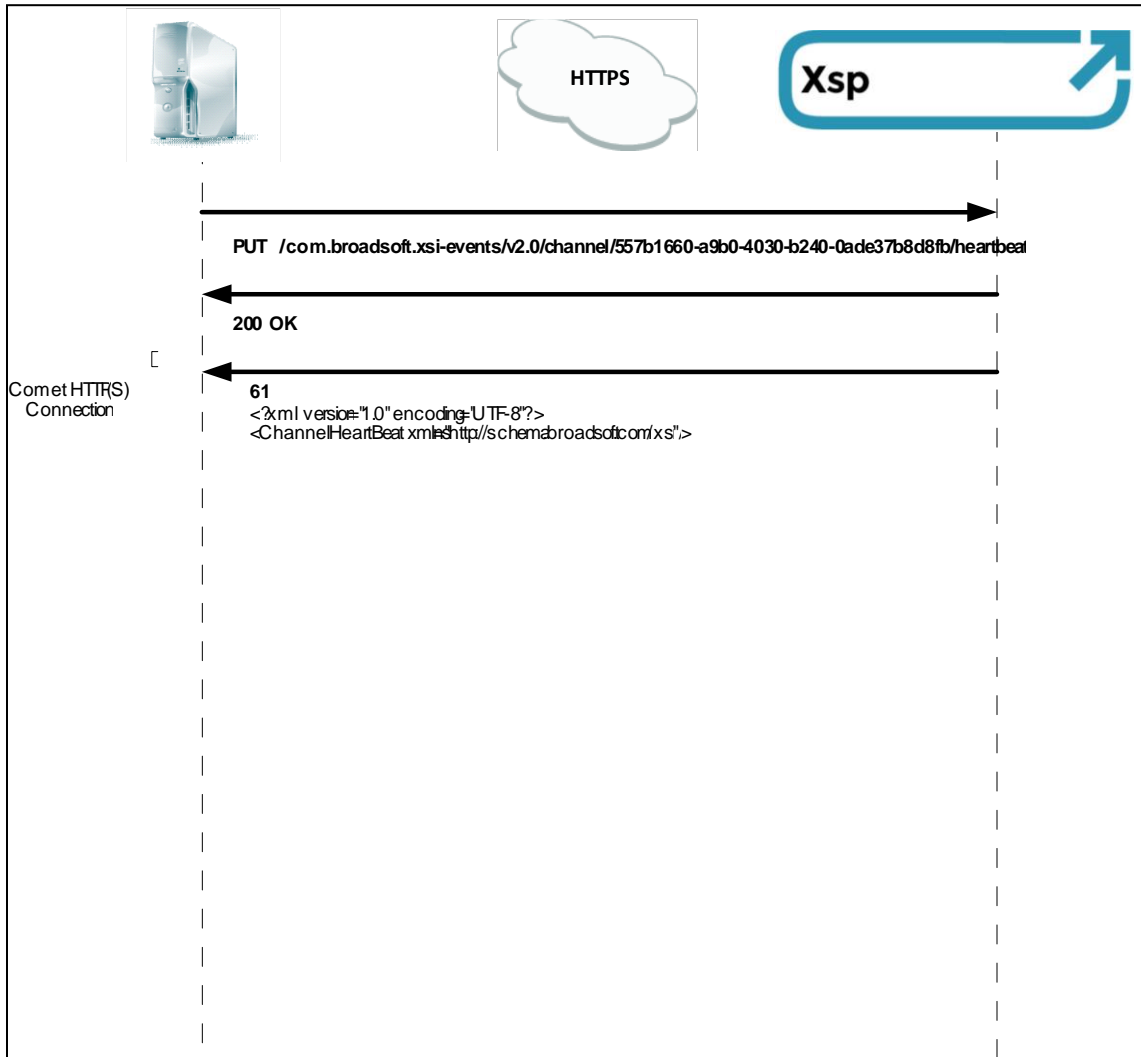


Figure 6 Channel HeartBeat

NOTE: The channel heartbeat must be sent to the server on which the channel was created. The address and cookies cached earlier are used to reach a specific server instead of any server of a cluster that can be reached through a FQDN.

4.2.2 Authorization and Security

Xsi-Events offer the same authorization and security functionality as Xsi-Actions. For more information, see Section 2.4 – Webex for Developers.

4.2.3 Channel

A channel contains the following attributes:

- A channel set identifier. This is any free-form text that identifies the event channel set to which this channel belongs. This identifier is meaningful in the context of an event subscription and must be globally unique for a subscriber. Uniqueness is necessary to avoid interactions with other applications that may be creating event subscriptions for the subscriber on distinct event channels.
- The priority and weight of the channel within the event channel set. These fields should not be set in the request for Webex Calling as the default values are expected to be used.
- An expiration value. The expiration value specifies the life duration of the event channel. This should be set to a minimum of 86400 (24 hours) to reduce the refresh cycles.
- An application ID. This optional parameter uniquely identifies a remote application and can be used as a mechanism to limit the number of instances of a remote application.
- A channel ID that uniquely identifies the channel.

4.2.3.1 Refreshing Subscriptions

In order to refresh a subscription, the command in Section 4.6.2 can be used with the PUT method in order to modify the subscription by changing the *expires* attribute. In order to avoid network delays which could occur if trying to refresh the subscription near its expiration time, it is recommended to refresh subscription expiration when half of it has passed.

4.2.3.2 Application ID

A remote application may include an application ID when creating a channel to enforce a limit of one single channel set per application. If a second channel set is created with the same application ID, then Webex Calling terminates all channels associated with the first channel set (effectively terminating the channel set itself). This mechanism can be used to limit the number of instances of a remote application by specifying the same application ID in a channel creation request.

4.2.4 Subscription

A subscription contains the following attributes:

- A target. A target is typically a subscriber hosted in Webex Calling. The target can also be a collection of subscribers (that is, a group, or service provider/enterprise).
- A channel set identifier.
- An application ID. The application ID uniquely identifies a remote client application. By using different *applicationId*, more than one client application can “subscribe against” the same target for the same event. A remote application provides the same *applicationId* for all subscriptions.
- An event package. The event package defines how the subscription behaves, including what types of notifications are sent and when. Each event corresponds to various types of notifications that are asynchronously sent by Webex Calling back to the subscribing client application.
- An expiration value. The expiration value specifies the life duration of the subscription. This should be set to a minimum of 86400 (24 hours) to reduce the refresh cycles.
- A shared subscription ID. Subscription sharing is an optional functionality. For more information, see section [4.2.4.3 Shared Subscription](#).
- A subscription ID that uniquely identifies the subscription.

4.2.4.1 Subscription Target

The subscription target (the entity being monitored for the subscription) can be any one of the following:

- Service Provider ID – The ID of the target service provider/enterprise for the subscription.
- Group ID – The key of the target group for the subscription.
- User ID – The ID of the target user for the subscription.

For call packages (Basic Call, Standard Call, and Advanced Call), Virtual Users (such as an Auto Attendant) cannot be the target of the subscription. Creating subscriptions that target Service Providers or Groups allow for events to be generated for Virtual Users.

4.2.4.2 Initial Event

An initial event is issued only for subscription against the smallest target scope. Typically, this means that an initial event is issued for subscription with user target. No initial event is issued if the subscription target is a collection of users (for example, a group).

4.2.4.3 Shared Subscription

Subscription sharing allows a remote application who has multiple subscriptions to the same target and event package to share a user-level subscription in Webex Calling. When shared subscriptions are used, only one notification will be sent for each state update for a particular target user and event package combination, regardless of the number of users subscribing to the same event package and target combination. This improves the performance and scalability of the solution as it reduces the volume of event notifications between Webex Calling and the remote application.

To share subscriptions, each remote application must send independent subscription requests to Webex Calling with the same shared subscription ID (SSID). Webex Calling uses the SSID in the subscription to link and correlate the subscriptions, and it only sends a single notification for state updates to the target, regardless of the number of remote applications sharing the subscription.

4.2.4.4 Events Sequence

Events are sent in order on a user basis for a subscription. For a user subscription, that means all the events for the subscription will be in order. For a collection subscription (subscription to a group, enterprise, or service provider), all the events for each user in the subscription will be in order.

However, there is no guarantee that events for different users will be in order. For example, an event with the sequence number of 50 for UserA can be sent before an event with the sequence number of 49 for UserB.

4.2.4.5 Refreshing Subscriptions

In order to refresh a subscription, the command documented in Section 4.6.2 can be used with the PUT method in order to modify the subscription by changing the *expires* attribute. In order to avoid network delays which could occur if trying to refresh the subscription near its expiration time, it is recommended to refresh subscription expiration when half of it has passed.

4.3 Message Encoding

Each Xsi-Events command is encoded in an HTTP request and is identified using the following attributes:

- For all commands (except for the Add Event Channel) a URL is in the format: <xsiEventsEndpoint>/v2.0/...
- For the Add Event Channel command, a URL is in the format: <xsiEventsChannelEndpoint>/v2.0/channel ...
- A Method, that is, GET, POST, DELETE or PUT

For more information on determining the value for <xsiEventsEndpoint> and <xsiEventsChannelEndpoint>, please refer to Section 2.4.1 Webex Calling Xsi Endpoint Determination.

4.3.1 DNS SRV Resolution of the Xsi-Event Destination

The destination address of the Xsi-Event is determined through an SRV query and the values returned must be used to ensure the clients respect the defined priorities and load-balancing established for Xsi-Events. Additionally, this practice ensures the same XSP is used for all requests on an established event channel.

The client performs an SRV lookup using the xsi-client service, the tcp protocol, and the Xsi domain as provided by the Organizations API described in section 2.4.1. The client must use records in the appropriate order as per the SRV priorities and weights and send the request to the target of the current record it is attempting to use. When a record is successfully used, the client must cache the target used and re-use it for all subsequent requests (along with the storing and use of the cookies described in Section 4.2.1 Architecture and Messaging).

Applications requiring redundant channels open a channel to the first two successful connections using the records returned in the SRV query.

4.3.2 Example DNS SRV Resolution

The example below was generated using the current values for the US region for the system providing service for Webex Calling Xsi-Events and the resolution of the SRV query was done using an online DNS SRV resolution tool (there are many – this example used <https://mxtoolbox.com/SRVLookup.aspx>). In this example, a DNS SRV lookup is executed on `_xsi-client._tcp.api-rialto.broadcloudpbx.com`. The response contains the information contained in the following table.

Type	Service	Protocol Name	TTL	Priority	Weight	Port	Target
SRV	xsi-client	tcp	5 min	20	50	443	api02-rialto.broadcloudpbx.com
SRV	xsi-client	tcp	5 min	20	50	443	api01-rialto.broadcloudpbx.com

In this example, since the weight is the same for all records returned, the application would need to load balance between the returned values until a successful response is received.

4.3.3 Versioning

Similar to Xsi-Actions, Xsi-Events commands are versioned using the URL version and the protocol version specified in the HTTP header. For more information, see Section 3.2 – Message Incooding.

4.3.4 HTTP Headers

4.3.4.1 Commands

HTTP request headers of interest to the Xtended Services Interface from the remote application include:

- Authorization – Contains the Access Token. This token was obtained when setting up the Webex for Developers Integration. For more information, refer to the “Getting an Access Token” section of the Webex for Developers Integrations Guide ([5]).
- Content-type – Should be set to “application/xml; charset=UTF-8”. Note, however, that this is a recommendation that is not enforced by the Xtended Services Interface. It can also contain “application/json”.
- X-BroadWorks-Protocol-Version – This header is optional. When set, it specifies the Xsi-Events API version to use. For more information, see section [3.2.5.1 Specify Request Version](#).
- Accept – This header is optional and can be set to “application/json”. For more information, see section [3.2.3.1 JSON](#).
- Transfer-Encoding – This is an optional header that is used when adding an event channel.
- trackingId: This header provides the tracking for request. It is strongly recommended that this is included for all requests.
e.g.: trackingId=ClientApp_550e8400-e29b-41d4-a716-446655440000

HTTP responses are standard (200, 201, and so on) and the headers of interest to the remote application and sent by Xsi-Action include the following:

- If a trackingID was included in the request, the trackingId will be echoed in the response (e.g.: trackingId=ClientApp_550e8400-e29b-41d4-a716-446655440000). This allows an immediate match between the request and the response.
- Content-type – “application/xml” or “application/json”. The character set (charset) depends on the type of response. For more information, see section [0](#)

- [Character Sets](#).

4.3.5 HTTP Body

Similar to Xsi-Actions, the body of an Xsi-Events request or response can optionally carry an entire XML document or can be encoded using JSON. The same mechanisms, described in [section 0](#)

HTTP Body, are used to provide details related to body content. Note that event notification messages sent from Webex Calling to the remote application can only be encoded in XML and not JSON.

4.3.6 Character Sets

The following describes how Xsi-Events determine the character set to use for the encoding of message bodies included in responses:

- Subscription and channel command responses – UTF-8 is always used.
- Events – UTF-8 is always used.
- Platform-level error responses – The Xtended Services Platform's default character set is used.

4.4 Event Packages

A list of event packages is part of the Xtended Services Interface schema documentation. This list is in the *XsiSubscription.xsd* schema file. The following sections describe the events that Webex Calling triggers for an active subscription for each Xtended Services Interface event package.

4.4.1 Basic Call

The Basic Call event package consists of events that identify a call's basic progression through each state, that is, *Alerting/Ringing*, *Answered*, and *Released*. Client applications should use this event package to monitor or take action for a subscriber call presence or basic call state activity.

The following events are generated for the Basic Call event package:

- CallOriginating
- CallOriginated
- CallCollecting
- CallReceived
- CallAnswered
- CallReleased
- CallReleasing
- CallSubscription
- CallSubscriptionResyncEvent
- HookStatusEvent

4.4.2 Standard Call

The Standard Call event package consists of all events generated by Basic Call, as well as other call state notifications, such as, Hold, Park, Conference, and so on. Client applications should use this event package for a complete view of a subscriber's call state or call details while the call is present against that subscriber. This package does not provide a view of redirections a call might go through because of Webex Calling services, such as, Call Forwarding, and so on. It is expected that most third-party end-user applications use either the Basic or Standard Call event packages.

The following events are generated for the Standard Call event package:

- CallOriginating
- CallOriginated
- CallCollecting
- CallReceived
- CallAnswered
- CallHeld
- CallRetrieved
- CallReleasing
- CallReleased
- CallRecordingStartingEvent
- CallRecordingStartedEvent
- CallRecordingPausedEvent
- CallRecordingResumedEvent
- CallRecordingStoppedEvent
- CallTransferred
- CallBargedIn
- CallParkRetrieved
- CallPickedUp
- CallForwarded
- CallUpdated
- ConferenceCallMutedEvent
- ConferenceCallUnMutedEvent
- ConferenceCallMadeDeafEvent
- ConferenceCallMadeUnDeafEvent
- ConferenceStarted
- ConferenceHeld
- ConferenceRetrieved
- ConferenceReleased
- ConferenceUpdated

- ConferenceMutedEvent
- ConferenceUnmutedEvent
- CallSubscription
- CallSubscriptionResyncEvent
- CallClientSessionInfoUpdated
- HookStatusEvent

4.4.3 Advanced Call

The Advanced Call event package provides a complete picture of a call as it is processed by Webex Calling. Events triggering on service execution that could prevent a call from reaching a subscriber, such as Do Not Disturb or Call Forwarding Always, are reported as part of the Advanced Call event package.

The following events are generated for the Advanced Call event package:

- CallOriginating
- CallOriginated
- CallCollecting
- CallReceived
- CallAnswered
- CallHeld
- CallRecordingStartingEvent
- CallRecordingStartedEvent
- CallRecordingPausedEvent
- CallRecordingResumedEvent
- CallRecordingStoppedEvent
- CallRetrieved
- CallReleasing
- CallReleased
- CallRedirected
- CallTransferred
- CallBargedIn
- CallParkRetrieved
- CallPickedUp
- CallForwarded
- CallUpdated
- ConferenceCallMutedEvent
- ConferenceCallUnMutedEvent
- ConferenceCallMadeDeafEvent
- ConferenceCallMadeUnDeafEvent
- ConferenceStarted
- ConferenceHeld
- ConferenceRetrieved
- ConferenceReleased
- ConferenceUpdated
- ConferenceMutedEvent

- ConferenceUnmutedEvent
- CallSubscription
- CallSubscriptionResyncEvent
- CallClientSessionInfoUpdated
- HookStatusEvent
- CallDetachedEvent

4.4.4 Call Center Queue (AS Only)

The Call Center Queue event package provides notifications for calls in a Webex Calling - based call center's queue. Queue activity, such as, calls added, removed, or reordered, and so on, can be monitored by subscribing to this event package.

The following events are generated for this event package:

- ACDCallAddedEvent
- ACDCallOfferedToAgentEvent
- ACDCallAnsweredByAgentEvent
- ACDCallAbandonedEvent
- ACDCallReleasedEvent
- ACDCallOverflowedEvent
- ACDCallOverflowedTreatmentCompletedEvent
- ACDCallTransferredEvent
- ACDCallUpdatedEvent
- ACDCallBouncedEvent
- ACDCallForwardedEvent
- ACDCallForwardedTreatmentCompletedEvent
- ACDCallReorderedEvent
- ACDCallStrandedEvent
- ACDCallStrandedTreatmentCompletedEvent
- ACDCallEscapedEvent
- ACDHolidayPolicyAppliedEvent
- ACDHolidayPolicyTreatmentCompletedEvent
- ACDNightPolicyAppliedEvent
- ACDNightPolicyTreatmentCompletedEvent
- ACDCallPromotedEvent
- ACDSubscriptionEvent
- ACDWhisperStartedEvent
- ACDCallStrandedUnavailableEvent
- ACDCallStrandedUnavailableTreatmentCompleteEvent
- ACDSubscriptionResyncEvent

4.4.5 Voice Mail Message Summary

The Voice Mail Message Summary event package notifies applications when a voice mail message has been left against a Webex Calling subscriber for the Voice Messaging services. Notifications for changes to the service's message summary status, such as, a new voice mail being left or a voice mail being deleted, are sent.

Any Webex Calling end user or a virtual subscriber, such as, an Auto Attendant that could have these services assigned to them, can be the target of a voice mail message summary subscription.

VoiceMailMessageSummaryEvent is generated for this event package.

4.4.6 Three-Way Calling

The Three-Way Calling event package notifies subscribers when changes are made to a subscription target's Three-Way Calling service.

ThreeWayCallEvent is generated for this event package.

4.4.7 BroadWorks Anywhere

The BroadWorks Anywhere event package notifies subscribers when changes are made to a subscription target's BroadWorks Anywhere service.

BroadWorksAnywhereEvent is generated for this event package.

4.4.8 Call Center Agent

The Call Center Agent event package notifies subscribers for actions taken or occurring for BroadWorks Call Center agents, such as, an agent's ACD state, a disposition code entered by an agent, and so on.

The following events are generated for this event package:

- *ACDAgentJoinUpdateEvent*
- *AgentSubscriptionEvent*
- *AgentDispositionCodeAddedEvent*
- *AgentStateEvent*

4.4.9 Call Center Agent Monitoring

The Call Center Agent Monitoring event package allows a subscriber to receive notifications related to the overall performance of the agent, such as, the average handling time, average outgoing call handling time, and so on.

The following events are generated for this event package:

- *CallCenterAgentMonitoringEvent*
- *CallCenterAgentOnCallAlertEvent*
- *CallCenterAgentMonitoringSubscriptionEvent*

4.4.10 Call Center Monitoring

The Call Center Monitoring event package allows a subscriber to receive notifications related to the overall performance of the call center, such as, the expected wait time, longest wait time, and so on.

CallCenterMonitoringEvent is generated for this event package.

4.4.11 Call Forwarding Always

The Call Forwarding Always event package notifies subscribers when changes are made to a subscription target's Call Forwarding Always service.

CallForwardingAlwaysEvent is generated for this event package.

4.4.12 Call Forwarding Busy

The Call Forwarding Busy event package notifies subscribers when changes are made to a subscription target's Call Forwarding Busy service.

CallForwardingBusyEvent is generated for this event package.

4.4.13 Call Forwarding No Answer

The Call Forwarding No Answer event package notifies subscribers when changes are made to a subscription target's Call Forwarding No Answer service.

CallForwardingNoAnswerEvent is generated for this event package.

4.4.14 Call Park

The Call Park event package notifies subscribers when a call is parked or when it is no longer parked against the target user (for example, the parked call is retrieved or released).

CallParkedAgainstEvent is generated for this event package.

4.4.15 Call Transfer

The Call Transfer event package notifies subscribers when changes are made to a subscription target's Call Transfer service.

CallTransferEvent is generated for this event package.

4.4.16 Call Waiting

The Call Waiting event package notifies subscribers when changes are made to a subscription target's Call Waiting service.

CallWaitingEvent is generated for this event package.

4.4.17 Do Not Disturb

The Do Not Disturb event package notifies subscribers when changes are made to a subscription target's Do Not Disturb service.

DoNotDisturbEvent is generated for this event package.

4.4.18 Hoteling Guest

The Hoteling Guest event package notifies subscribers when changes are made to a subscription target's Hoteling Guest service.

HotelingGuestEvent is generated for this event package.

4.4.19 Last Number Redial

The Last Number Redial event package notifies subscribers when changes are made to a subscription target's Last Number Redial service.

LastNumberRedialEvent is generated for this event package.

4.4.20 Music On Hold

The Music On Hold event package notifies subscribers when changes are made to a subscription target's Music On Hold service.

MusicOnHoldEvent is generated for this event package.

4.4.21 N-Way Calling

The N-Way Calling event package notifies subscribers when changes are made to a subscription target's N-Way Calling service.

N-WayCallEvent is generated for this event package.

4.4.22 Remote Office

The Remote Office event package notifies subscribers when changes are made to a subscription target's Remote Office service.

RemoteOfficeEvent is generated for this event package.

4.4.23 Sequential Ringing

The Sequential Ringing event package notifies subscribers when changes are made to a subscription target's Sequential Ringing service.

SequentialRingEvent is generated for this event package.

4.4.24 Simultaneous Ringing Personal

The Simultaneous Ringing Personal event package notifies subscribers when changes are made to a subscription target's Simultaneous Ringing Personal service.

SimultaneousRingPersonalEvent is generated for this event package.

4.4.25 Voice Messaging

The Voice Messaging event package notifies subscribers when changes are made to a subscription target's Voice Messaging service.

VoiceMessagingEvent is generated for this event package.

4.4.26 Push Notification Registration

The remote application subscribes to this event package to receive notifications related to push notification registrations. This event package is added for the purposes of synchronizing registrations between the Application Server and the subscriber. The primary subscriber of this event package is the Messaging Server. Its enterprise/service provider-level subscription ensures that push notification registrations are synchronized between the Application Server and the Messaging Server.

PushNotificationRegistrationEvent is generated for this event package.

4.5 Backward Compatibility/Versioning

Similar to Xsi-Actions, Xsi-Events is backward compatible for up to two major releases. The same backward compatibility mechanism described for Xsi-Actions request and schema applies to Xsi-Events requests (see Section 0 Backward Compatibility/Versioning for more information concerning this topic and Xsi-Actions).

. The following subsections explain event package versioning.

4.5.1 Events

Xsi-Events are delivered to the remote application when it subscribes to one or more event packages. Each event package in Xsi-Events is versioned. The version of the event package is specified by the remote application via the various subscription methods. Examples of event package versions are “19.0”, “20.0”, and so on.

Each version maps to a specific event package functionality. If a new event is to be sent as part of an event package or if there is any change in the parameters for a specific event, then a new version of the event package is created and the existing version remains unchanged.

If a remote application subscribes to an event package with a given version, it is guaranteed to receive event notifications in a defined and unchanged format for as long as that event package version is supported, (which is two major Webex Calling releases). If there is any change in an event delivered by Webex Calling, that changed event can only be viewed by subscribing to the newer version of the applicable event package.

4.5.1.1 Specify Event Package Version

An event package version is specified via a custom HTTP header in the Xtended Services Interface request’s HTTP method URL. This header is *X-BroadWorks-Protocol-Version*. If a version does not accompany a request, Webex Calling executes the command as if the latest version of the event package was requested.

4.5.1.2 Example

This document is for the initial release of Webex Calling Xsi. As such, the only valid value *X-BroadWorks-Protocol-Version* is set to “23.5”.

4.5.1.3 Version Value

The value assigned to the event package version does not necessarily correspond to the Webex Calling software release number. The version value follows the same rule as for Xsi-Actions. For more information, see Section 3.3.2 – Version Value.

4.5.1.4 XML Schema

The XML schema defines the types used by the Xtended Services Interface (Xsi) and is published with release of the interface. For more information, see Section 3.3.3 – XML Schema.

4.6 Command Description

The following listings represent the complete API for Xsi-Events. Note that since “<xsiEventsEndpoint>” is common to all command URLs, the following listings start with “/v2.0”.

4.6.1 Command Listing

The following commands are used to create, retrieve, and modify event subscriptions. The url starts with the value noted by <xsiEventsEndpoint> and that is not shown in this table.

```
/v2.0/enterprise/<enterpriseId>  
/v2.0/enterprise/<enterpriseId>/group/<groupId>  
/v2.0/serviceprovider/<serviceProviderId>  
/v2.0/serviceprovider/<serviceProviderId>/group/<groupId>  
/v2.0/subscription  
/v2.0/subscription/<subscriptionId>  
/v2.0/user/<userId>
```

The following commands are used to establish channels and channel sets. The url starts with the value noted by <xsiEventsChannelEndpoint> and that is not shown in this table.

```
/v2.0/channel
```

The following commands are used to produce a heartbeat on a channel. The url starts with the value noted by <xsiEventsEndpoint> and that is not shown in this table.

```
/v2.0/channel/<channelId>  
/v2.0/channel/<channelId>/heartbeat  
/v2.0/channelset/<channelsetId>
```

The following command is used to retrieve Xsi-Events version information. The url starts with the value noted by <xsiEventsEndpoint> and that is not shown in this table.

```
/v2.0/versions
```

The details of each command are provided in the following subsections.

4.6.2 Subscription Commands

4.6.2.1 enterprise/<enterpriseId>

This command allows a user, in an allowed scope, to subscribe to events for an enterprise. A subscription is issued by a subscription owner against a subscription target, that is, a Webex Calling enterprise, for an event package that identifies the set of events the application is interested in receiving.

NOTE: The *enterprise/<enterpriseId>* and the *serviceprovider/<serviceProviderId>* URIs are interchangeable. As a result, this command can also be used against a service provider by replacing the *enterpriseId* by the *serviceProviderId* in the URI in the table.

Method Description (event channel)

URI	<xsiEventsEndpoint>/v2.0/enterprise/<enterpriseId>
Methods	POST
POST Request Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription></pre>
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8- ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription></pre>

4.6.2.2 enterprise/<enterpriseId>/group/<groupId>

This command allows an application to submit an initial subscription for events that are required by the application against an enterprise group. A subscription is issued by a subscription owner, against a subscription target that is a group, for an event package that identifies the set of events the application is interested in receiving.

NOTE: The `enterprise/<enterpriseId>/group/<groupId>` and the `serviceprovider/<serviceProviderId>/group/<groupId>` URIs are interchangeable. As a result, this command can also be used against a service provider group by replacing the `enterpriseId` with the `serviceProviderId` in the URI in the table.

Method Description (event channel)

URI	<xsiEventsEndpoint>/v2.0/enterprise/<enterpriseId>/group/<groupId>
Methods	POST
POST Request Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription></pre>
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription></pre>

4.6.2.3 serviceprovider/<serviceProviderId>

This command allows a user in an allowed scope to subscribe for events for a service provider. A subscription is issued by a subscription owner against a subscription target that is a Webex Calling service provider, for an event package that identifies the set of events the application is interested in receiving.

NOTE: The serviceprovider/<serviceProviderId> and the enterprise/<enterpriseId> URIs are interchangeable. As a result, this command can also be used against an enterprise by replacing the *serviceProviderId* with the *enterpriseId* in the URI in the table.

Method Description (event channel)

URI	<xsiEventsEndpoint>/v2.0/serviceprovider/<serviceProviderId>
Methods	POST
POST Request Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription></pre>
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription></pre>

4.6.2.4 serviceprovider/<serviceProviderId>/group/<groupid>

This command allows an application to submit an initial subscription for events that are required by the application against a service provider group. A subscription is issued by a subscription owner, against a subscription target that is a group for an event package that identifies the set of events the application is interested in receiving.

NOTE: The serviceprovider/<serviceProviderId>/group/<groupid> and the enterprise/<enterpriseId>/group/<groupid> URIs are interchangeable. As a result, this command can also be used against an enterprise group by replacing the *serviceProviderId* with the *enterpriseID* in the URI in the table.

Method Description (event channel)

URI	<xsiEventsEndpoint>/v2.0/ serviceprovider/<serviceProviderId>/group/<groupid>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8- ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

4.6.2.5 subscription

Subscription information can be retrieved by querying a single subscription using its *subscriptionId* or by using a combination of filters using optional URL parameters to retrieve a list. The following filters can be used:

- *subscriberId* – Used to filter subscriptions owned by the given subscriber.
If this parameter is not specified, the authenticated user (the user matching the authenticated credentials in the HTTP command) is used as the *subscriberId* on which to filter. Essentially, if a user wants to see subscriptions that they own, they do not need to use the *subscriberId* parameter. If they want to see subscriptions owned by others, they need to use the *subscriberId* parameter. In this case, the *subscriberId* value used must be within the allowed scope of the authenticated user, otherwise a 403 error response is generated.
- *event* – Used to filter subscriptions matching this event.
- *extAppId* – Used to filter subscription against the given external Application ID.
- *targetId* – Used to filter subscriptions against the given target (user or collection of users).
- *targetGrpParentId* – If the *targetId* is “group”, *targetGrpParentId* should be sent with the corresponding service provider or enterprise of the group. If the *targetEntityType* filter value is “Group” and a *targetGrpParentId* value is not provided, a 400 XCap error is returned.
- *targetEntityType* – Identifies the type of the given target. If the *targetEntityType* is not set, by default the *targetEntity* type used is “User”. Allowed values for *targetEntityType* are “User”, “ServiceProvider”, and “Group”.

NOTE: For a subscription with a target as “enterprise” or “service provider”, the *targetIdType* returned is *ServiceProvider*.

An identified target must be within the allowed scope of the authenticated user; otherwise, a 403 error response is generated.

Method Description (event channel)

URI	<xsiEventsEndpoint>/v2.0/subscription?[subscriberId=]&[targetId=]&[event=]&[&[targetGrpParentId=]&[targetEntityType=]
Methods	GET
GET Request Content	No Content

<p>GET Response Content</p>	<pre><?xml version="1.0" encoding="UTF-8"?> <SubscriptionList xmlns="http://schema.broadsoft.com/xsi " <subscription> <subscriptionId> bc123480-3c13-43d9-90d8- ae3c592346ab</subscriptionId> <subscriberId>subscriber@cisco.com<subscriberId> <targetId>target@cisco.com<targetId> <event>Basic Call</event> <expires>4800</expires> <channelSetId>ChannelSetOne</channelSetId> <applicationId>ApplicationOne</applicationId> </subscription> <subscription> <subscriptionId>ed126780-3d15-41d9-11d3- 463c592346ab</subscriptionId> <subscriberId>subscriber@cisco.com<subscriberId> <targetId>anotherTarget@cisco.com<targetId> <event>Basic Call</event> <expires>4800</expires> <channelSetId>ChannelSetOne</channelSetId> <applicationId>ApplicationTwo</applicationId> </subscription> </SubscriptionList></pre>
-------------------------------------	---

4.6.2.6 subscription/<subscriptionid>

These commands are used to query, modify, or delete a single subscription by specifying its *subscriptionId*.

Xsi-Events responds with a *200 OK* containing a *subscription* element for a GET, a *200 OK* containing a *SubscribeResponse* element for a PUT, an empty *200 OK* response for a DELETE, and a *403* error response for all unsuccessful responses.

An event is issued from Webex Calling to the client or application if an existing subscription is successfully refreshed or modified and the subscription is against an end-user target. If the target is a collection of users (that is, group, service provider/enterprise, or system), an event is not generated following a successful refresh.

Method Description

URI	<xsiEventsEndpoint>/v2.0/subscription/<subscriptionid>
Methods	GET, PUT, DELETE
GET Content	No Content
GET Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>ed126780-3d15-41d9-11d3-463c592346ab</subscriptionId> <subscriberId>subscriber@cisco.com</subscriberId> <targetIdType>User</targetIdType> <targetId>target@cisco.com</targetId> <event>Basic Call</event> <expires>4800</expires> <channelSetId>ChannelSetOne</channelSetId> <applicationId>AClientApplication</applicationId> </Subscription></pre>
PUT Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <expires>3600</expires> </Subscription></pre>
PUT Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>ed126780-3d15-41d9-11d3-463c592346ab</subscriptionId> <expires>3600</expires> </Subscription></pre>
DELETE Content	No Content Sent
DELETE Response Content	No Content Sent

4.6.2.7 user/<userid>

This command allows an application to submit an initial subscription for events that are required by the application. A subscription is issued by a subscription owner, against a subscription target for an event package, which identifies the set of events the application is requesting.

Note that *Privacy* can be enabled for an end-user target, but not for a collection of users such as a group, service provider/enterprise, or system.

Method Description (event channel)

URI	<xsiEventsEndpoint>/v2.0/user/<userid>
Methods	POST
POST Request Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription></pre>
POST Response Content	<pre><?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8- ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription></pre>

4.6.3 Channel Commands

4.6.3.1 channel

This command establishes a new event channel with Xsi-Events via the HTTP POST method on the documented URL. This event channel is then used to stream events back to the external application when event subscriptions in Webex Calling trigger events.

A prefix string is provided in the command URL to indicate a streaming HTTP connection. The prefix string must be *com.broadsoft.async*. When Webex Calling processes a command with this value in the URL, it expects streaming HTTP semantics to be applied to the connection from the external application and ensures it recognizes that this is a streaming HTTP connection.

An event channel is typically created only when an external application requests streaming HTTP event delivery; therefore, the *com.broadsoft.async* prefix applies to a channel creation command. If streaming HTTP event delivery is not required, there is no need to establish an event channel. For a new subscription and more information, see the appropriate command description.

An event channel is created on behalf of the authorized Webex Calling subscriber issuing the command. Multiple event channels can be created that belong to one channel set; the maximum allowed number of event channels per channel set is a configurable number.

Each event channel created must be over a separate streaming HTTP connection. If a second POST method is issued over an existing streaming HTTP connection, Webex Calling does not have access to any HTTP headers or the HTTP URL of this second POST, possibly resulting in inconsistent event delivery over this second channel.

While creating an event channel, a client application identifies the channel set to which it belongs. This channel set is a value that is established by the client application and is used to group event channels into a set.

A successful channel creation command results in a chunked HTTP response from Xsi-Events, with the channel identifier as the response content. Clients can use this channel identifier to modify or remove the event channel. Xsi-Events does not close this streaming HTTP connection upon delivery of the add channel response content.

Method Description

URI	<xsiEventsChannelEndpoint>/v2.0/channel
Methods	POST
POST Request Content	<Channel xmlns="http://schema.broadsoft.com/xsi"> <channelSetId>ChannelSetA</channelSetId> <expires>86400</expires> </Channel>
POST Response Content	<Channel xmlns="http://schema.broadsoft.com/xsi"> <channelId>channelId1</channelId> <expires>86400</expires> </Channel>

4.6.3.2 channel/eventresponse

This command is used to acknowledge an event received through a channel. A 200 OK response is returned by Webex Calling when processed.

An event response must be sent for each event (except *ChannelTerminatedEvent*) received through a channel. Since this command does not have streaming HTTP semantics, Xsi-Events does not expect this command to be issued with the *com.broadsoft.async* prefix in the URL. Client applications are expected to send this command over a new, non-streaming HTTP connection.

This command must be invoked on the server that is hosting the streaming connection.

Method Description

URI	<xsiEventsEndpoint>/v2.0/channel/eventresponse
Methods	POST
POST Request Content	<pre><EventResponse xmlns="http://schema.broadsoft.com/xsi"> <eventID>46228196-3dfa-45c3-a4d5-2e7e53c10d7e</eventID> <statusCode>200</statusCode> <reason>OK</reason> </Channel></pre>
POST Response Content	No Content

4.6.3.3 channel/<channelId>

This command is used to modify and remove an established event channel.

Deleting a channel causes Webex Calling to issue a *ChannelTerminatedEvent* over the established streaming HTTP connection. Xsi-Events expect client applications to issue the command to delete a channel, process the resulting *ChannelTerminatedEvent*, and only then close the HTTP connection.

Webex Calling does not expect to receive a response after sending *ChannelTerminatedEvent*.

Since modification and removal of a channel does not have streaming HTTP semantics, Xsi-Events does not expect this command to be issued with the *com.broadsoft.async* prefix in the URL. In addition, Xsi-Events do not expect this command to be issued via the established streaming HTTP event channel HTTP connection. Doing this results in invalid behavior as the HTTP headers and method URL issued are not available. Client applications are expected to send a channel modification/removal command over a new, non-streaming HTTP connection.

Method Description

URI	<xsiEventsEndpoint>/v2.0/channel/<channelId>
Methods	PUT, DELETE
PUT Request Content	<Channel xmlns="http://schema.broadsoft.com/xsi"> <expires>3800</expires> </Channel>
PUT Response Content	<Channel xmlns="http://schema.broadsoft.com/xsi"> <channelId>channelId</channelId> <expires>3600</expires> </Channel>
DELETE Request Content	No Content Sent
DELETE Response Content	No Content Sent

4.6.3.4 channel/<channelId>/heartbeat

This command allows the client application to trigger a channel heartbeat. A *200 OK* response is returned by Webex Calling if process successfully.

Upon handling this command, Webex Calling sends a heartbeat message over the streaming connection identified in the URI. This is to ensure that connectivity to the remote application remains open. The heartbeat message consists of a channel heartbeat document and is sent as an individual chunk and appears as follows.

```
<ChannelHeartbeat xmlns="http://schema.broadsoft.com/xsi"/>
```

Since this command does not have streaming HTTP semantics, Xsi-Events does not expect this command to be issued with the *com.broadsoft.async* prefix in the URL. Client applications are expected to send this command over a new, non-streaming HTTP connection.

This command must be invoked on the server that is hosting the streaming connection.

Method Description

URI	<xsiEventsEndpoint>/v2.0/channel/<channelid>/heartbeat
Methods	PUT
PUT Request Content	No Content Sent
PUT Response Content	No Content Sent

4.6.3.5 channelset/<channelSetId>

This command is used to retrieve event channel set data, which consists of a list of event channels belonging to that event channel set, along with channel details.

Since this command does not have streaming HTTP semantics, Xsi-Events does not expect this command to be issued with the *com.broadsoft.async* prefix in the URL. Client applications are expected to send this command over a new, non-streaming HTTP connection.

Method Description

URI	<xsiEventsEndpoint>/v2.0/channelset/<channelSetId>
Methods	GET
GET Request Content	No Content Sent
GET Response Content	<pre> <ChannelSet xmlns="http://schema.broadsoft.com/xsi"> <channel> <channelId>channelIdOne</channelId> <channelSetId>channelSetOne</channelSetId> <priority>1</priority> <weight>50</weight> <expires>3700</expires> </channel> <channel> <channelId>channelIdTwo</channelId> <channelSetId>channelSetOne</channelSetId> <priority>2</priority> <weight>50</weight> <expires>3600</expires> </channel> </ChannelSet> </pre>

4.6.4 Version Command

4.6.4.1 Versions

This command allows for the retrieval of Xsi-Events version information. Version information includes the baseline Xsi version for commands and baseline Xsi version for event packages, patched commands with their corresponding versions, and patched event packages with their corresponding version.

Method Description

URI	<xsiEventsEndpoint>/v2.0/versions
Command Category	Versions
Methods	GET
GET Request Content	No Content
GET Response Content	<pre> <?xml version="1.0" encoding="ISO-8859-1"?> <Versions xmlns="http://schema.broadsoft.com/xsi"> <commands> <baseline>21.0</baseline> <patchedCommand> <uri>/v2.0/serviceprovider/%serviceProviderId%</uri> <version> <value>21.1</value> </version> </patchedCommand> </commands> <eventPackages> <baseline>21.0</baseline> <patchedEventPackage> <name>Basic Call</name> <version> <value>21.1</value> </version> <version> <value>21.2</value> </version> </patchedEventPackage> </eventPackages> </versions> </pre>

4.7 Events

4.7.1 Call and Conference Events

A call event is an event that reports a change in the state of a call. A conference event is an event that reports a change in the state of a conference. Call and conference events are created when subscribing to the Advanced Call event package. Note that the Basic Call and Standard Call event packages contain only a subset of the events in the Advanced Call event package. For more information, see section [4.4 Event Packages](#).

4.7.1.1 Call Events

The following subsections provide detailed information for all available call event types as follows:

- CallOriginatingEvent
- CallOriginatedEvent
- CallReceivedEvent
- CallAnsweredEvent
- CallHeldEvent
- CallRetrievedEvent
- CallUpdatedEvent
- CallRedirectedEvent
- CallTransferredEvent
- CallReleasingEvent
- CallReleasedEvent
- CallCollectingEvent
- CallPickedUpEvent
- CallBargedInEvent
- CallForwardedEvent
- CallSubscriptionResyncEvent
- CallRecordingStartingEvent
- CallRecordingStartedEvent
- CallRecordingPausedEvent
- CallRecordingResumedEvent
- CallRecordingStoppedEvent
- CallClientSessionInfoUpdatedEvent
- HookStatusEvent
- CallDetachedEvent

4.7.1.1.1 CallOriginatingEvent

A *CallOriginatingEvent* is generated when a Click-to-Dial request is accepted by Webex Calling and an attempt is made to alert the subscriber's endpoint(s). At this point, the *callId* and *externalTrackingId* are generated and included in the event. The call state is "Alerting" and the personality is "Click-To-Dial". The address element of the *remoteParty* is set to the dialed phone number.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>46228196-3dfa-45c3-a4d5-2e7e53c10d7e</xsi:eventID>
  <xsi:sequenceNumber>8</xsi:sequenceNumber>
  <xsi:userId>admin@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId
</xsi:externalApplicationId>
  <xsi:subscriptionId>
ceaec03b-a6b7-4681-b4de-287d34cc2b89</xsi:subscriptionId>
  <xsi:channelId>
a94890bf-73ae-43d4-87e4-5da75e9a28f7</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallOriginatingEvent">
    <xsi:call>
      <xsi:callId>callhalf-10201:0</xsi:callId>
      <xsi:extTrackingId>62:1</xsi:extTrackingId>
      <xsi:personality>Click-to-Dial</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:1012</xsi:address>
        <xsi:callType>Unknown</xsi:callType>
      </xsi:remoteParty>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271253522275</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


4.7.1.1.2 CallOriginatedEvent

A *CallOriginatedEvent* is generated when a call is originated by a subscriber. This occurs in the following two cases:

- When the calling subscriber manually initiates a call by dialing a destination on its device.

In this case, a new *callId* and the *externalTrackingId* are generated by Webex Calling.

- When the remote application has initiated a Click To Dial call.

In this case, a *CallOriginatingEvent* is generated when the system accepts the request. Once the subscriber accepts the dial attempt (by going off-hook), then the call personality changes from “Click-to-Dial” to “Originator”, and a *CallOriginatedEvent* is issued. Both the *CallOriginatingEvent* and *CallOriginatedEvent* have the same *callId* and *extTrackingId*.

In both cases, the call state is “Alerting” and the personality is “Originator”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>302cb2c3-99bd-43a7-ba1b-1fef618e5e81</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
7f09c36a-3eel-44f9-93fc-fe54fbf16519</xsi:subscriptionId>
  <xsi:channelId>
4989a025-e801-4150-9bc1-8696c2e4d387</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallOriginatedEvent">
    <xsi:call>
      <xsi:callId>callhalf-11927:3</xsi:callId>
      <xsi:extTrackingId>108:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS3FirstName
subscriberS3LastName</xsi:name>
        <xsi:address>tel:1013</xsi:address>
        <xsi:userId>subscriberS3@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
tel:+15006001013;ext=1013</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5006001011@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:startTime>1271273072015</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.3 CallReceivedEvent

A *CallReceivedEvent* is generated when a subscriber receives an incoming call. When subscribed to the *Advanced Call* event package, the event is generated before service processing, for example, for Call Forwarding Always (CFA). When subscribed to the *Standard Call* or *Basic Call* event packages, the event is generated after service processing, when the subscriber's device receives the incoming call. This event is also generated when a subscriber is being recalled (for example, for Call Transfer Recall). It contains information about the caller in the *remoteParty* element. The call state is "Alerting" and the personality is "Terminator".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsil:type="xsi:SubscriptionEvent"
xmlns:xsil="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>eaf8103b-1e6f-4f72-b254-8a719ff3ea90</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com </xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    7f09c36a-3eel-44f9-93fc-fe54fbf16519</xsi:subscriptionId>
  <xsi:channelId>
    4989a025-e801-4150-9bc1-8696c2e4d387</xsi:channelId>
  <xsi:targetId>subscriberS3@cisco.com</xsi:targetId>
  <xsi:eventData xsil:type="xsi:CallReceivedEvent">
    <xsi:call>
      <xsi:callId>callhalf-12215:0</xsi:callId>
      <xsi:extTrackingId>108:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
          subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
          tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:startTime>1271273072015</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.4 CallAnsweredEvent

A *CallAnsweredEvent* event is generated when a call, that is originated or received by the subscriber, is answered.

For a given call, there can be more than one *CallAnsweredEvent* generated. This happens when an active call is redirected following a blind transfer. In this case, the call goes back to the “Alerting” state. Once the transferred destination answers the call, a new *CallAnsweredEvent* is generated. As a result, a total of two *CallAnsweredEvent* have been received: The first one before the transfer, (since the call was already in the active state before the transfer) and the second one after the successful transfer.

The *answerTime* captured in the event always indicates the time of the first call answer. The call state is “Active”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>8414b50e-77a0-46ae-ad3d-0b2e4b7b0051</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    7f09c36a-3ee1-44f9-93fc-fe54fbf16519</xsi:subscriptionId>
  <xsi:channelId>
    4989a025-e801-4150-9bc1-8696c2e4d387</xsi:channelId>
  <xsi:targetId>subscriberS3@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallAnsweredEvent">
    <xsi:call>
      <xsi:callId>callhalf-12215:0</xsi:callId>
      <xsi:extTrackingId>108:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
          subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
          tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001013@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:startTime>1271273072015</xsi:startTime>
        <xsi:answerTime>1271273073756</xsi:answerTime>
      </xsi:call>
    </xsi:eventData>
  </xsi:Event>
```

4.7.1.1.5 CallHeldEvent

A *CallHeldEvent* is generated when a subscriber or remote party holds the call. The event indicates whether the call was held by the subscriber or remote party. The call state is “Held” or “Remote Held” depending on which party held the call. Remote party call hold is only reported for group or enterprise calls in a stand-alone application. In addition, if the call is already held locally, then the remote party call hold is not reported.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>acfa58d1-a49a-4832-9fe4-60875fe996ba</xsi:eventID>
  <xsi:sequenceNumber>12</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com </xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
f650bd48-4785-4369-9f2d-16ba3ae6c0a3</xsi:subscriptionId>
  <xsi:channelId>
681e0150-6bb5-4888-9758-3ffd056c0c1f</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallHeldEvent">
    <xsi:call>
      <xsi:callId>callhalf-11283:0</xsi:callId>
      <xsi:extTrackingId>18:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Held</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS2FirstName
subscriberS2LastName</xsi:name>
        <xsi:address>tel:1012</xsi:address>
        <xsi:userId>subscriberS2@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
tel:+15006001012;ext=1012</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5006001011@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:allowRetrieve />
      <xsi:startTime>1271265744119</xsi:startTime>
      <xsi:answerTime>1271265745924</xsi:answerTime>
      <xsi:heldTime>1271265909363</xsi:heldTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.6 *CallRetrievedEvent*

A *CallRetrievedEvent* is generated when the subscriber or remote party retrieves a held call. The event indicates whether the call was retrieved by the subscriber or remote party. The call state is “Active”. The remote party call retrieve is only reported for group or enterprise calls in a stand-alone application. In addition, if the call is already held locally, then the remote party call retrieved is not reported.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>ffe89c56-57f3-445b-aa4c-9cb6c558de57</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    c13c9c7b-de6f-4e30-8fc4-784ecb74eca4</xsi:subscriptionId>
  <xsi:channelId>
    f63b07e0-445f-4bca-8311-ab305cf5402e</xsi:channelId>
  <xsi:targetId>subscriberS2@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallRetrievedEvent">
    <xsi:call>
      <xsi:callId>callhalf-63879:0</xsi:callId>
      <xsi:extTrackingId>536:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS3FirstName
          subscriberS3LastName</xsi:name>
        <xsi:address>tel:1013</xsi:address>
        <xsi:userId>subscriberS3@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
          tel:+15006001013;ext=1013</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001012@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271798055993</xsi:startTime>
      <xsi:answerTime>1271798058313</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.7 CallUpdatedEvent

A *CallUpdatedEvent* is generated when call attributes are modified and the call state is not modified. Examples of these updates are changes to remote party information, changes to the local endpoint, and changes to personality. A change to a local endpoint occurs when a subscriber has multiple access endpoints and performs a Call Retrieve from a phone, and then the *AccessEndpoint* is modified. A change to personality occurs during a Directed Call Pickup with Barge-in.

As a result, a remote application must inspect the fields in the *CallUpdatedEvent* to determine if a change occurred since the last notification.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>949dbf49-ef1f-4175-974a-e1ffb6039f03</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com </xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    9475a584-7db6-4d47-a2aa-1ca7b10e5e91</xsi:subscriptionId>
  <xsi:channelId>
    0624d2ee-bf0b-4103-8d17-32dcb766ff8c</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallUpdatedEvent">
    <xsi:call>
      <xsi:callId>callhalf-89339:0</xsi:callId>
      <xsi:extTrackingId>23:1</xsi:extTrackingId>
      <xsi:personality>Click-to-Dial</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:*98</xsi:address>
        <xsi:callType>Unknown</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:allowAnswer />
      <xsi:startTime>1271950897182</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.8 CallRedirectedEvent

A *CallRedirectedEvent* event is generated when one or more calls are redirected by the subscriber. The event includes the redirection reason that indicates the type of redirection (for example, Simultaneous Ringing, Call Forwarding Always, or Blind Transfer). The call state is set to “Detached”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>2ac1819a-de17-486d-8b06-dd0422c7359f</xsi:eventID>
  <xsi:sequenceNumber>9</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    b3240ceb-9a4e-4fef-9e30-848817930dd3</xsi:subscriptionId>
  <xsi:channelId>
    f63b07e0-445f-4bca-8311-ab305cf5402e</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallRedirectedEvent">
    <xsi:calls>
      <xsi:call>
        <xsi:callId>callhalf-63883:0</xsi:callId>
        <xsi:extTrackingId>536:1</xsi:extTrackingId>
        <xsi:personality>Terminator</xsi:personality>
        <xsi:state>Held</xsi:state>
        <xsi:remoteParty>
          <xsi:name>subscriberS2FirstName
            subscriberS2LastName</xsi:name>
          <xsi:address>tel:1012</xsi:address>
          <xsi:userId>subscriberS2@cisco.com</xsi:userId>
          <xsi:userDN countryCode="1">
            tel:+15006001012;ext=1012</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:redirect>
          <xsi:address>tel:1013</xsi:address>
          <xsi:reason>transfer</xsi:reason>
          <xsi:redirectTime>1271798576165</xsi:redirectTime>
        </xsi:redirect>
        <xsi:endpoint xsi:type="xsi:AccessEndpoint">
          <xsi:addressOfRecord>
            5006001011@cisco.com</xsi:addressOfRecord>
          </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:allowRetrieve />
        <xsi:startTime>1271798055993</xsi:startTime>
        <xsi:answerTime>1271798058313</xsi:answerTime>
      </xsi:call>
    </xsi:calls>
  </xsi:eventData>
</xsi:Event>
```

```
<xsi:heldTime>1271798113802</xsi:heldTime>
</xsi:call>
<xsi:call>
  <xsi:callId>callhalf-63883:1</xsi:callId>
  <xsi:extTrackingId>536:1</xsi:extTrackingId>
  <xsi:personality>Terminator</xsi:personality>
  <xsi:state>Detached</xsi:state>
  <xsi:remoteParty>
    <xsi:name>subscriberS3FirstName
    subscriberS3LastName</xsi:name>
    <xsi:address>tel:1013</xsi:address>
    <xsi:userId>subscriberS3@cisco.com</xsi:userId>
    <xsi:userDN countryCode="1">
    tel:+15006001013;ext=1013</xsi:userDN>
    <xsi:callType>Group</xsi:callType>
  </xsi:remoteParty>
  <xsi:redirect>
    <xsi:address>tel:1012</xsi:address>
    <xsi:reason>transfer</xsi:reason>
    <xsi:redirectTime>1271798576165</xsi:redirectTime>
  </xsi:redirect>
  <xsi:endpoint xsi:type="xsi:AccessEndpoint">
    <xsi:addressOfRecord>
    5006001011@cisco.com</xsi:addressOfRecord>
  </xsi:endpoint>
  <xsi:startTime>1271798112635</xsi:startTime>
  <xsi:answerTime>1271798114251</xsi:answerTime>
  <xsi:detachedTime>1271798576166</xsi:detachedTime>
</xsi:call>
</xsi:calls>
</xsi:eventData>
</xsi:Event>
```


4.7.1.1.9 CallTransferredEvent

A *CallTransferredEvent* is generated when a call is transferred by a remote party, resulting in a call state or *externalTrackingId* change. This event is only generated for group or enterprise call redirections. For a transfer with consultation, the *extTrackingId* and *personality* are modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>2f4ddc49-ebf6-4abc-81d6-f35f5728cbf3</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
c13c9c7b-de6f-4e30-8fc4-784ecb74eca4</xsi:subscriptionId>
  <xsi:channelId>
f63b07e0-445f-4bca-8311-ab305cf5402e</xsi:channelId>
  <xsi:targetId>subscriberS2@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallTransferredEvent">
    <xsi:call>
      <xsi:callId>callhalf-63879:0</xsi:callId>
      <xsi:extTrackingId>536:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Remote Held</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS3FirstName
subscriberS3LastName</xsi:name>
        <xsi:address>tel:1013</xsi:address>
        <xsi:userId>subscriberS3@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
tel:+15006001013;ext=1013</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5006001012@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271798055993</xsi:startTime>
      <xsi:answerTime>1271798058313</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.10 CallReleasingEvent

A *CallReleasingEvent* is generated when a call is connecting to a treatment. The call is eventually released when the treatment finishes playing or when the subscriber hangs up. The release cause is set to the appropriate value. The address element of the *remoteParty* is set to the dialed digits.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>0dbc6361-ec82-45ff-bc78-33c9112ae4c4</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
af69b323-01a0-4bdd-86c2-3283559da973</xsi:subscriptionId>
  <xsi:channelId>
06b47983-554d-49fa-8010-a43c55851094</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallReleasingEvent">
    <xsi:call>
      <xsi:callId>callhalf-14969:0</xsi:callId>
      <xsi:extTrackingId>447:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:releaseCause>
        <xsi:internalReleaseCause>User Not
Found</xsi:internalReleaseCause>
        <xsi:cdrTerminationCause>111</xsi:cdrTerminationCause>
      </xsi:releaseCause>
      <xsi:remoteParty>
        <xsi:address>tel:10</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5006001011@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271279652256</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.11 *CallReleasedEvent*

A *CallReleasedEvent* is generated when a call is released, by either the subscriber or the remote party. The event is also generated when the dial request is aborted without the subscriber going off-hook. The call state is “Released” and the release cause is set.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>79e9706f-676a-4ffd-b24b-dd1ab1f39c41</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
cfb45092-433c-49cf-852c-337ae8f2bcdc</xsi:subscriptionId>
  <xsi:channelId>
116f5d24-7756-4517-8276-c9a69a2cadbf</xsi:channelId>
  <xsi:targetId>subscriberS2@cisco.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallReleasedEvent">
    <xsi:call>
      <xsi:callId>callhalf-11403:0</xsi:callId>
      <xsi:extTrackingId>26:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Released</xsi:state>
      <xsi:releasingParty>remoteRelease</xsi:releasingParty>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5006001012@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:startTime>1271267126217</xsi:startTime>
      <xsi:answerTime>1271267126953</xsi:answerTime>
      <xsi:releaseTime>1271269018907</xsi:releaseTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.12 CallCollectingEvent

A *CallCollectingEvent* is generated when Webex Calling needs to collect information by interacting with a subscriber. This event generated in the following two cases:

- When programming a service through a feature access code. This occurs for instance when a subscriber activates Call Forwarding Always.
- When Webex Calling requires some information before calling the remote party. This happens for instance when a subscriber invokes the Calling Line ID Blocking service before dialing. This can also happen when Webex Calling require an authentication or accounting code before calling the remote party. Note that in these cases, the *CallCollectingEvent* is not generated if the service activation precedes the setup of a call, and the destination is already known from the dialed digits.

The *callId* and *externalTrackingId* are generated when the call is established with Webex Calling and included in the event. The call state is "Active" and the personality is "Originator". The address element of the *remoteParty* is set to the dialed digits.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>f381f0be-b25e-4552-b102-d6e60a74f4d4</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    4bea32d2-5ddb-415e-a218-8f975d44c57d</xsi:subscriptionId>
  <xsi:channelId>
    b55a2261-5d10-4a46-b0a1-cc6f63c2ec5b</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallCollectingEvent">
    <xsi:call>
      <xsi:callId>callhalf-73893:0</xsi:callId>
      <xsi:extTrackingId>24:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:*69</xsi:address>
        <xsi:callType>Unknown</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271859657027</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.13 CallPickedUpEvent

A *CallPickedUpEvent* is generated when a call is picked up as a result of a Directed Call Pickup or Directed Call Pickup with Barge-in where the call state was “Alerting”. The event is generated against the subscriber for which the call is picked up. The new *externalTrackingId* is reported in this event. The call state is “Alerting”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>0b5bcb5c-fc1a-4c2f-84f2-c56126635f90</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
462c460e-3517-467d-8462-47093a6604f4</xsi:subscriptionId>
  <xsi:channelId>
0624d2ee-bf0b-4103-8d17-32dcb766ff8c</xsi:channelId>
  <xsi:targetId>subscriberS3@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallPickedUpEvent">
    <xsi:call>
      <xsi:callId>callhalf-89327:0</xsi:callId>
      <xsi:extTrackingId>23:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5006001013@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271950879175</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.14 CallBargedInEvent

A *CallBargedInEvent* is generated when a call is conferenced in as a result of a Directed Call Pickup with Barge-in. The event is generated against the subscriber for which the call has been barged in. The new *externalTrackingId* is reported in this event. The call state is either "Active" or "Held".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>457c33cf-547c-492c-9851-b59706626395</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
dfa0649f-331a-4a95-a0fe-4f4f528f0b9d</xsi:subscriptionId>
  <xsi:channelId>
b62257b5-48b4-42c2-ad57-ffdc2182a3ca</xsi:channelId>
  <xsi:targetId>subscriberS2@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallBargedInEvent">
    <xsi:call>
      <xsi:callId>callhalf-75553:0</xsi:callId>
      <xsi:extTrackingId>59:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@cisco.com</xsi:userId>
        <xsi:userDN countryCode="1">
tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5006001012@cisco.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271870620175</xsi:startTime>
      <xsi:answerTime>1271870620175</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.15 CallForwarded

A *CallForwarded* event is generated when a call is forwarded as a result of the application of a Webex Calling service (for example, Call Forwarding Always). The call state is “Alerting” and the personality is “Originator”. The *remoteParty* value depends on the service assigned to the subscriber as follows:

- If the subscriber has the Connected Line Identification Presentation assigned, then the *remoteParty* specifies where the call was redirected.
- If the subscriber does not have the Connected Line Identification Presentation assigned, then the *remoteParty* specifies the destination initially dialed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>6f9a54c1-8743-4c9b-be19-
df8d2c2687fe</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
<xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>565d954d-9c5d-4ec9-8f0a-
88e9b3aa5136</xsi:subscriptionId>
  <xsi:channelId>2809487c-4a23-4f43-af28-
c5dccb1267</xsi:channelId>
  <xsi:targetId>subscriberS2@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallForwardedEvent">
    <xsi:call>
      <xsi:callId>callhalf-12695:0</xsi:callId>
      <xsi:extTrackingId>150:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS3FirstName
subscriberS3LastName</xsi:name>
        <xsi:address>tel:1013</xsi:address>
        <xsi:userId>subscriberS3@cisco.com</xsi:userId>
        <xsi:userDN
countryCode="1">tel:+15006001013;ext=1013</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>5006001012@cisco.com
-</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271277128598</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.16 CallParkRetrieved

A *CallParkRetrieved* event is generated when a parked call is retrieved. The event is generated against the subscriber for which the call was parked and now retrieved. The new *externalTrackingId* is reported in this event.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>343499f3-455f-4e85-87e8-3dcbd84b3536</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
e747a753-c250-4260-a7c1-6c9634f257ed</xsi:subscriptionId>
  <xsi:channelId>
c754b4a2-7c5e-49a3-b6d7-3ff6e06ebble</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallParkRetrievedEvent">
    <xsi:call>
      <xsi:callId>callhalf-69:0</xsi:callId>
      <xsi:extTrackingId>13:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>john2 south</xsi:name>
        <xsi:address>tel:602</xsi:address>
        <xsi:userId>south02@mtlasdev87.net</xsi:userId>
        <xsi:userDN countryCode="1">
tel:+15146987602;ext=602</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
5146987603@mtlasdev87.net</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1292355282325</xsi:startTime>
      <xsi:answerTime>1292355283511</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


4.7.1.1.17 CallSubscription

The *CallSubscription* event is issued immediately after a subscription is added or refreshed, provided that the subscription target is not a collection of subscribers (for example, a group) and that contact was registered with the subscription.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>083d2b5a-6d83-4847-a63e-593980ab04d0</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>2da63711-46c0-403a-a7c8-359d0fb9ffa6</xsi:subscriptionId>
  <xsi:channelId>875652dd-a09f-4dc9-a5d5-53d480d30531</xsi:channelId>
  <xsi:targetId>south02@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallSubscriptionEvent">
    <xsi:calls>
      <xsi:call>
        <xsi:callId>callhalf-2427:0</xsi:callId>
        <xsi:extTrackingId>4:1</xsi:extTrackingId>
        <xsi:personality>Terminator</xsi:personality>
        <xsi:state>Active</xsi:state>
        <xsi:remoteParty>
          <xsi:name>john3 south</xsi:name>
          <xsi:address>tel:603</xsi:address>
          <xsi:userId>south03@mtlasdev87.net</xsi:userId>
          <xsi:userDN
countryCode="1">tel:+15146987603;ext=603</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:endpoint xsi:type="xsi:AccessEndpoint">
          <xsi:addressOfRecord>5146987602@mtlasdev87.net</xsi:addressOfRecord>
          </xsi:endpoint>
          <xsi:appearance>1</xsi:appearance>
          <xsi:startTime>1292254494886</xsi:startTime>
          <xsi:answerTime>1292254496345</xsi:answerTime>
        </xsi:call>
      </xsi:calls>
      <xsi:hookStatus>Off-Hook</xsi:hookStatus>
    </xsi:eventData>
  </xsi:Event>
```

4.7.1.1.18 CallSubscriptionResyncEvent

The *CallSubscriptionResyncEvent* event is issued whenever the Application Server shuts down abnormally.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsil="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>b25f06e6-d258-40d4-82eb-245b11aabe00</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>north02@txasdev96.rtx.broadsoft.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>My Application</xsi:externalApplicationId>
  <xsi:subscriptionId>e9c3c03e-dece-4339-95b8-
5cbd2d11d5d7</xsi:subscriptionId>
  <xsi:channelId>194d278c-2bd9-4697-a37d-d751ee5df6ec</xsi:channelId>
  <xsi:eventData xsi:type="xsi:CallSubscriptionResyncEvent">
    <xsi:calls>
      <xsi:call>
        <xsi:callId>callhalf-43:0</xsi:callId>
        <xsi:extTrackingId>2:1</xsi:extTrackingId>
        <xsi:personality>Originator</xsi:personality>
        <xsi:state>Held</xsi:state>
        <xsi:remoteParty>
          <xsi:address>tel:500</xsi:address>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:endpoint xsi:type="xsi:AccessEndpoint">
<xsi:addressOfRecord>9726996502@txasdev96.rtx.broadsoft.com</xsi:address
sOfRecord>
          </xsi:endpoint>
          <xsi:appearance>1</xsi:appearance>
          <xsi:startTime>1345220527460</xsi:startTime>
          <xsi:answerTime>1345220528485</xsi:answerTime>
          <xsi:heldTime>1345220530795</xsi:heldTime>
        </xsi:call>
      <xsi:call>
        <xsi:callId>callhalf-43:1</xsi:callId>
        <xsi:extTrackingId>3:1</xsi:extTrackingId>
        <xsi:personality>Originator</xsi:personality>
        <xsi:state>Active</xsi:state>
        <xsi:remoteParty>
          <xsi:address>tel:501</xsi:address>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:endpoint xsi:type="xsi:AccessEndpoint">
<xsi:addressOfRecord>9726996502@txasdev96.rtx.broadsoft.com</xsi:address
sOfRecord>
          </xsi:endpoint>
          <xsi:appearance>2</xsi:appearance>
          <xsi:startTime>1345220535175</xsi:startTime>
          <xsi:answerTime>1345220536085</xsi:answerTime>
        </xsi:call>
    </xsi:calls>
  </xsi:eventData>
</xsi:Event>
```

```
    </xsi:call>  
  </xsi:calls>  
  <xsi:hookStatus>Off-Hook</xsi:hookStatus>  
</xsi:eventData>  
</xsi:Event>
```

4.7.1.1.19 CallRecordingStartingEvent

This event is generated when the call recording request has been processed but the recording cannot be started yet. The *recordingState* element indicates the state of the recording is "Pending". The *allowedRecordingControls* element is updated to reflect what controls should be displayed by the client application.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>734b4453-314c-42d6-903f-8d020df7941e</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>north00@txasdev96.rtx.broadsoft.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
<xsi:externalApplicationId>http://www.broadsoft.com/application/cal
l1-client/my-client</xsi:externalApplicationId>
  <xsi:subscriptionId>56b9a101-0b23-4eba-8cc5-
2c5124e7b764</xsi:subscriptionId>
  <xsi:channelId>194d278c-2bd9-4697-a37d-
d751ee5df6ec</xsi:channelId>
  <xsi:eventData xsi:type="xsi:CallRecordingStartingEvent">
    <xsi:call>
      <xsi:callId>callhalf-7:0</xsi:callId>
      <xsi:extTrackingId>1:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:502</xsi:address>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
<xsi:addressOfRecord>9726996500@txasdev96.rtx.broadsoft.com</xsi:ad
dressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1363388935243</xsi:startTime>
      <xsi:answerTime>1363388940988</xsi:answerTime>
      <xsi:recordingState>Pending</xsi:recordingState>
<xsi:allowedRecordingControls>stop</xsi:allowedRecordingControls>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.20 CallRecordingStartedEvent

The *CallRecordingStartedEvent* is generated when call recording has started successfully. The existing *recorded* element is present, the new *recordingState* element is “Started”, and the new *allowedRecordingControls* element is set based on the user’s recording mode and current recording state.

In a situation in which the call is on hold when the request to start recording occurs, the *CallRecordingStartedEvent* is not generated until the call is retrieved from hold and the recording actually starts.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsil="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>734b4453-314c-42d6-903f-8d020df7941e</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>north00@txasdev96.rtx.broadsoft.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>http://www.broadsoft.com/application/call-
client/my-client</xsi:externalApplicationId>
  <xsi:subscriptionId>56b9a101-0b23-4eba-8cc5-
2c5124e7b764</xsi:subscriptionId>
  <xsi:channelId>194d278c-2bd9-4697-a37d-d751ee5df6ec</xsi:channelId>
  <xsi:eventData xsi:type="xsi:CallRecordingStartedEvent">
    <xsi:call>
      <xsi:callId>callhalf-7:0</xsi:callId>
      <xsi:extTrackingId>1:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:502</xsi:address>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>9726996500@txasdev96.rtx.broadsoft.com</xsi:address
ofRecord>
        </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:startTime>1363388935243</xsi:startTime>
        <xsi:answerTime>1363388940988</xsi:answerTime>
        <xsi:recorded/>
        <xsi:recordingState>Started</xsi:recordingState>
      <xsi:allowedRecordingControls>pause</xsi:allowedRecordingControls>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.21 CallRecordingPausedEvent

This event is generated when call recording is paused. The recordingState element is updated to indicate the state of the recording is "Paused". The allowedRecordingControls element is updated to reflect what controls should be displayed by the client application.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsil="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>734b4453-314c-42d6-903f-8d020df7941e</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>north00@txasdev96.rtx.broadsoft.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>http://www.broadsoft.com/application/call-
client/my-client</xsi:externalApplicationId>
  <xsi:subscriptionId>56b9a101-0b23-4eba-8cc5-
2c5124e7b764</xsi:subscriptionId>
  <xsi:channelId>194d278c-2bd9-4697-a37d-d751ee5df6ec</xsi:channelId>
  <xsi:eventData xsi:type="xsi:CallRecordingPausedEvent">
    <xsi:call>
      <xsi:callId>callhalf-7:0</xsi:callId>
      <xsi:extTrackingId>1:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:502</xsi:address>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>9726996500@txasdev96.rtx.broadsoft.com</xsi:address
ofRecord>
        </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:startTime>1363388935243</xsi:startTime>
        <xsi:answerTime>1363388940988</xsi:answerTime>
        <xsi:recorded/>
        <xsi:recordingState>Paused</xsi:recordingState>
      <xsi:allowedRecordingControls>resume</xsi:allowedRecordingControls>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.22 CallRecordingResumedEvent

This event is generated when call recording is resumed. The recordingState element is updated to indicate the state of the recording is "Started". The allowedRecordingControls element is updated to reflect what controls should be displayed by the client application.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsil="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>734b4453-314c-42d6-903f-8d020df7941e</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>north00@txasdev96.rtx.broadsoft.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>http://www.broadsoft.com/application/call-
client/my-client</xsi:externalApplicationId>
  <xsi:subscriptionId>56b9a101-0b23-4eba-8cc5-
2c5124e7b764</xsi:subscriptionId>
  <xsi:channelId>194d278c-2bd9-4697-a37d-d751ee5df6ec</xsi:channelId>
  <xsi:eventData xsi:type="xsi:CallRecordingResumedEvent">
    <xsi:call>
      <xsi:callId>callhalf-7:0</xsi:callId>
      <xsi:extTrackingId>1:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:502</xsi:address>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>9726996500@txasdev96.rtx.broadsoft.com</xsi:address
ofRecord>
        </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:startTime>1363388935243</xsi:startTime>
        <xsi:answerTime>1363388940988</xsi:answerTime>
        <xsi:recorded/>
        <xsi:recordingState>Started</xsi:recordingState>
      <xsi:allowedRecordingControls>pause</xsi:allowedRecordingControls>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.23 CallRecordingStoppedEvent

The *CallRecordingStoppedEvent* is generated when the recording is stopped because the user sent an explicit stop recording request or because the call recording failed.

If this was a successful user-initiated stop recording request, the *reason* element is set to "User Requested". Users who can stop their recording are also allowed to start a new recording. Since a new recording can be started, the *allowedRecordingControls* element is set to "record" and the *recordingState* element is absent, which indicates that there is no active recording. Even though the recording has been stopped, the *recorded* element is present to indicate that the record command was requested at least once for this call.

If the recording was stopped due to a failure, the *reason* element is set to "Failure", the *recordingState* element is set to "Failed", and the *allowedRecordingControls* element is set to "none". Even though the recording has been stopped, the *recorded* element is still present to indicate that the record command was requested at least once for this call.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>734b4453-314c-42d6-903f-8d020df7941e</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>north00@txasdev96.rtx.broadsoft.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>http://www.broadsoft.com/application/call-
client/my-client</xsi:externalApplicationId>
  <xsi:subscriptionId>56b9a101-0b23-4eba-8cc5-
2c5124e7b764</xsi:subscriptionId>
  <xsi:channelId>194d278c-2bd9-4697-a37d-d751ee5df6ec</xsi:channelId>
  <xsi:eventData xsi:type="xsi:CallRecordingStoppedEvent">
    <xsi:call>
      <xsi:callId>callhalf-7:0</xsi:callId>
      <xsi:extTrackingId>1:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:502</xsi:address>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
<xsi:addressOfRecord>9726996500@txasdev96.rtx.broadsoft.com</xsi:address
sOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1363388935243</xsi:startTime>
      <xsi:answerTime>1363388940988</xsi:answerTime>
      <xsi:recorded/>
<xsi:allowedRecordingControls>record</xsi:allowedRecordingControls>
    </xsi:call>
    <xsi:reason>User Requested</xsi:reason>
  </xsi:eventData>
</xsi:Event>
```


4.7.1.1.24 CallClientSessionInfoUpdatedEvent

The *CallClientSessionInfoUpdatedEvent* informs the remote application when there are changes to the client session info for the call. The event includes the client session info.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>949dbf49-ef1f-4175-974a-e1ffb6039f03</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    9475a584-7db6-4d47-a2aa-1ca7b10e5e91</xsi:subscriptionId>
  <xsi:channelId>
    0624d2ee-bf0b-4103-8d17-32dcb766ff8c</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallClientSessionInfoUpdatedEvent">
    <xsi:call>
      <xsi:callId>callhalf-89339:0</xsi:callId>
      <xsi:extTrackingId>23:1</xsi:extTrackingId>
      <xsi:personality>Click-to-Dial</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:*98</xsi:address>
        <xsi:callType>Unknown</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:allowAnswer />
      <xsi:startTime>1271950897182</xsi:startTime>
      <xsi:clientSessionInfo>abcd123456789</xsi:clientSessionInfo>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.25 HookStatusEvent

The *HookStatusEvent* indicates whether the user is “Off-Hook” or “On-Hook”.

The *HookStatusEvent* is sent to the remote application when the user:

- Originates a call.
- Answers a call.
- Releases a call while not being active on any other call.
- Performs a line seize.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>7b9e2e1f-487b-4398-80ba-56c7b7722fdc</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>Polycom_15@callcenter.test</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
<xsi:externalApplicationId>My Application</xsi:externalApplicationId>
  <xsi:subscriptionId>1f53df49-1752-4c84-a527-
6345de68ed59</xsi:subscriptionId>
  <xsi:channelId>d7e2818c-7121-44d2-942a-
69eece1b1884</xsi:channelId>
  <xsi:eventData xsi:type="xsi:HookStatusEvent">
    <xsi:hookStatus>Off-Hook</xsi:hookStatus>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.1.26 *CallDetachedEvent*

The *CallDetachedEvent* is sent to the remote client application when the call is no longer being presented to the user and call control actions are no longer available. The event is generated against the subscriber for which the call was detached. The call state is set to "Detached" and the *detachedTime* element is set accordingly.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsil="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>734b4453-314c-42d6-903f-8d020df7941e</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>north00@txasdev96.rtx.broadsoft.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>http://www.broadsoft.com/application/call-
client/my-client</xsi:externalApplicationId>
  <xsi:subscriptionId>56b9a101-0b23-4eba-8cc5-
2c5124e7b764</xsi:subscriptionId>
  <xsi:channelId>194d278c-2bd9-4697-a37d-d751ee5df6ec</xsi:channelId>
  <xsi:eventData xsi:type="xsi:CallDetachedEvent">
    <xsi:call>
      <xsi:callId>callhalf-7:0</xsi:callId>
      <xsi:extTrackingId>1:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Detached</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:502</xsi:address>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>9726996500@txasdev96.rtx.broadsoft.com</xsi:address
ofRecord>
        </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:startTime>1363388935243</xsi:startTime>
        <xsi:answerTime>1363388940988</xsi:answerTime>
        <xsi:detachedTime>1363388940988</xsi:detachedTime>
      </xsi:call>
    </xsi:eventData>
  </xsi:Event>
```

4.7.1.2 Conference Events

The following subsections provide detailed information for all available conference event types as follows:

- ConferenceStartedEvent
- ConferenceHeldEvent
- ConferenceRetrievedEvent
- ConferenceUpdatedEvent
- ConferenceReleasedEvent
- ConferenceCallMutedEvent
- ConferenceCallUnmutedEvent
- ConferenceCallMadeDeafEvent
- ConferenceCallMadeUndeafEvent

4.7.1.2.1 ConferenceStartedEvent

A *ConferenceStartedEvent* is generated when a conference is started. The conference state is "Active".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>542100ce-e2f5-4e21-8a76-53c86d97c9fd</xsi:eventID>
  <xsi:sequenceNumber>44</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
66c6e8e4-090b-4be7-b2b7-32f507625eed</xsi:subscriptionId>
  <xsi:channelId>
b62257b5-48b4-42c2-ad57-ffdc2182a3ca</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceStartedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-75923:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-75923:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.2 ConferenceHeldEvent

A *ConferenceHeldEvent* is generated when the conference is put on hold. The conference state is “Held”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e4608d7c-1154-4e52-afc4-dc07ac382e81</xsi:eventID>
  <xsi:sequenceNumber>13</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
baae6a39-cf9f-4420-91a4-8dd734248176</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceHeldEvent">
    <xsi:conference>
      <xsi:state>Held</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.3 ConferenceRetrievedEvent

A *ConferenceRetrievedEvent* is generated when the conference is retrieved from hold. The conference state is “Active”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>ced79306-2fcb-4140-a264-8792e526cfd5</xsi:eventID>
  <xsi:sequenceNumber>14</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
baae6a39-cf9f-4420-91a4-8dd734248176</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceRetrievedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.4 ConferenceUpdatedEvent

A *ConferenceUpdatedEvent* is generated when conference elements are modified and the conference state is not modified. Examples of these updates are changes to the local endpoint, adding a participant, or removing a participant. A change to a local endpoint occurs when a subscriber performs a Call Retrieve from a phone and then the *AccessEndpoint* is expected to be modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>3dc68d4e-468f-4e9e-8dec-f5d152734905</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    4fb8ba19-a2bc-4dd2-abc2-3fcd56c492a4</xsi:subscriptionId>
  <xsi:channelId>
    115a6437-74d8-4348-9145-3dabff3c2b1a</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceUpdatedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24423:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24423:1</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24423:8</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.5 *ConferenceReleasedEvent*

The *ConferenceReleasedEvent* is generated when the conference is released. The conference state is “Released”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>cd330db8-3b1c-4dc3-8df4-39208b499f6f</xsi:eventID>
  <xsi:sequenceNumber>28</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
de44fd4b-216a-41ee-a4c8-1df3c7076760</xsi:subscriptionId>
  <xsi:channelId>
2a17a4d9-02b3-4d0f-bc41-58ac8c1937fa</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceReleasedEvent">
    <xsi:conference>
      <xsi:state>Released</xsi:state>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


4.7.1.2.6 ConferenceCallMutedEvent

A *ConferenceCallMutedEvent* is generated when a call is muted through a Conference Mute Call request.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>87d93632-12ab-42fd-b0ed-a569ea3d85e8</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceCallMutedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
          <xsi:muted />
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.7 ConferenceCallUnmutedEvent

A *ConferenceCallUnmutedEvent* is generated when a call is no longer muted through a Conference UnMute Call request.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>80ee175c-be9e-48bc-be51-d89a6c339a48</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceCallUnmutedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.8 ConferenceCallMadeDeafEvent

A *ConferenceCallMadeDeafEvent* is generated when a call is made deaf through a Conference Deaf Call request.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>691af518-0ab3-462d-a724-6dabadfa70be</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceCallMadeDeafEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
          <xsi:deaf />
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.9 ConferenceCallMadeUndeafEvent

A *ConferenceCallMadeUndeafEvent* is generated when a call is no longer deaf through a Conference Undeaf call.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>df87802e-119b-439f-b220-d2178c7eb74b</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceCallMadeUnDeafEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
          5006001011@cisco.com</xsi:addressOfRecord>
        </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.10 ConferenceMutedEvent

The event is sent when the controller of a conference is muted.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>df87802e-119b-439f-b220-d2178c7eb74b</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceMutedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
<xsi:addressOfRecord>5146973607@mtlasdev73.net</xsi:addressOfRecord
>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:muted/>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-32343:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-32343:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.1.2.11 ConferenceUnmutedEvent

The event is sent when the controller of a conference is muted.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>df87802e-119b-439f-b220-d2178c7eb74b</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ConferenceUnmutedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi:type="xsi:AccessEndpoint">
<xsi:addressOfRecord>5146973607@mtlasdev73.net</xsi:addressOfRecord
>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-27:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-27:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```

4.7.2 CallForwardingAlwaysEvent

A *CallForwardingAlwaysEvent* event is generated when subscribing to the Call Forwarding Always event package. An event is generated when the Call Forwarding Always service configuration is modified or after a subscription is added or refreshed.

The Call Forwarding Always configuration can be changed through:

- Feature access code (for example, *72)

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>5eda485f-48e0-4a4e-9960-e51c8af02673</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
8ffb5dee-d982-4b64-a40a-b4667d7b5eda</xsi:subscriptionId>
  <xsi:channelId>
027f69b3-79f1-4671-8440-952e203a2d7d</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallForwardingAlwaysEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:forwardToPhoneNumber>tel:1020</xsi:forwardToPhoneNumber>
      <xsi:ringSplash>true</xsi:ringSplash>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.3 CallForwardingNoAnswerEvent

A *CallForwardingNoAnswerEvent* is generated when subscribing to the Call Forwarding No Answer event package. An event is generated when the Call Forwarding No Answer service configuration is modified or after a subscription is added or refreshed.

The Call Forwarding No Answer configuration can be changed through:

- Feature access code (for example, *92)

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>caa8f1a3-b7e1-452a-8e10-5dd1307048fe</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
3dac69a4-55ff-42dc-a824-905c97a90775</xsi:subscriptionId>
  <xsi:channelId>
7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallForwardingNoAnswerEvent">
    <xsi:info>
      <xsi:active>>true</xsi:active>
      <xsi:forwardToPhoneNumber>tel:604</xsi:forwardToPhoneNumber>
      <xsi:numberOfRings>3</xsi:numberOfRings>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


4.7.4 CallForwardingBusyEvent

A *CallForwardingBusyEvent* is generated when subscribing to the Call Forwarding Busy event package. An event is generated when the Call Forwarding Busy service configuration is modified or after a subscription is added or refreshed.

The Call Forwarding Busy configuration can be changed through:

- Feature access code (for example, *90)

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>90be8815-f437-4939-bcf2-9d22ed144d0a</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
6106cf16-7e2e-44ea-968b-e3e86e943005</xsi:subscriptionId>
  <xsi:channelId>
7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallForwardingBusyEvent">
    <xsi:info>

      <xsi:active>>false</xsi:active>

    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.5 HotelingGuestEvent

A *HotelingGuestEvent* is generated when subscribing to the Hoteling Guest event package. An event is generated when the Hoteling Guest configuration is modified or after a subscription is added or refreshed. For example, the guest configuration is changed when a guest is associated with a host.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>9e36d2e2-ef61-4057-b1e8-a624aefc7ed0</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
57acc139-c7ef-448b-819d-264c24c28bd3</xsi:subscriptionId>
  <xsi:channelId>
7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south02@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:HotelingGuestEvent">
    <xsi:info>
      <xsi:active>false</xsi:active>
      <xsi:enableAssociationLimit>true</xsi:enableAssociationLimit>
      <xsi:associationLimitHours>12</xsi:associationLimitHours>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.6 DoNotDisturbEvent

A *DoNotDisturbEvent* is generated when subscribing to the Do Not Disturb event package. An event is generated when the Do Not Disturb service configuration is modified or after a subscription is added or refreshed. The Do Not Disturb configuration can be changed through:

- Feature access code

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>d2031640-bd7e-4131-9974-7fa529aea361</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    680d3762-75ba-4984-a60c-38ealee6cff0</xsi:subscriptionId>
  <xsi:channelId>
    027f69b3-79f1-4671-8440-952e203a2d7d</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:DoNotDisturbEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:ringSplash>true</xsi:ringSplash>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.7 VoiceMailMessageSummaryEvent

A *VoiceMailMessageSummaryEvent* is generated when subscribing to the Voice Mail Message event package. An event is generated when the Voice Mail content is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>cd0dc6cd-45f3-472c-8a26-114557898916</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@cisco.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
    ea8a5fa3-8d8e-4469-ae1a-54c0da593086</xsi:subscriptionId>
  <xsi:channelId>
    04074f9c-b8f6-4431-9f80-4228a674a9b5</xsi:channelId>
  <xsi:targetId>subscriberS1@cisco.com</xsi:targetId>
  <xsi:eventData xsi:type="xsi:VoiceMailMessageSummaryEvent">
    <xsi:messageSummary />
  </xsi:eventData>
```

4.7.8 BroadWorksAnywhereEvent

A *BroadWorksAnywhereEvent* is generated when subscribing to the BroadWorks Anywhere event package. An event is generated when the BroadWorks Anywhere service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>c45fa645-17c2-43ce-b2e6-f0dc4c716d0d</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
4e0b9fad-a00d-47c2-a766-c99beled9375</xsi:subscriptionId>
  <xsi:channelId>
7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:BroadWorksAnywhereEvent">
    <xsi:info>
      <xsi:alertAllLocationsForClickToDialCalls>
false</xsi:alertAllLocationsForClickToDialCalls>
      <xsi:locations>
        <xsi:location>
          <xsi:phoneNumber countryCode="1">
tel:+15145551212</xsi:phoneNumber>
          <xsi:active>true</xsi:active>
          <xsi:description>Home</xsi:description>
        </xsi:location>
      </xsi:locations>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.9 CallTransferEvent

A *CallTransferEvent* is generated when subscribing to the Call Transfer event package. An event is generated when the Call Transfer service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>d025ac89-5cfc-4127-93fb-69285358bf31</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
2db70efc-b030-4e0b-a56d-b83d8685c961</xsi:subscriptionId>
  <xsi:channelId>
5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallTransferEvent">
    <xsi:info>
      <xsi:recallActive>true</xsi:recallActive>
      <xsi:recallNumberOfRings>4</xsi:recallNumberOfRings>
      <xsi:busyCampOnActive>false</xsi:busyCampOnActive>
      <xsi:busyCampOnSeconds>120</xsi:busyCampOnSeconds>
      <xsi:useDiversionInhibitorForBlindTransfer>
false</xsi:useDiversionInhibitorForBlindTransfer>
      <xsi:useDiversionInhibitorForConsultativeCalls>
false</xsi:useDiversionInhibitorForConsultativeCalls>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.10 CallWaitingEvent

A *CallWaitingEvent* is generated when subscribing to the Call Waiting event package. An event is generated when the Call Waiting service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>f186adae-6fc2-40f3-bd01-aba18b0ece8a</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
e3fc1fd4-7bff-47d2-94c6-ec24f26ec05e</xsi:subscriptionId>
  <xsi:channelId>
5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:CallWaitingEvent">
    <xsi:info>
      <xsi:active>>true</xsi:active>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.11 LastNumberRedialEvent

A *LastNumberRedialEvent* is generated when subscribing to the Last Number Redial event package. An event is generated when the Last Number Redial service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e75434a7-5306-4471-9088-8d964dalefa0</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
60d526ef-7de4-41b2-ae7e-780ee3b8de3c</xsi:subscriptionId>
  <xsi:channelId>
5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi>LastNumberRedialEvent" />
</xsi:Event>
```

4.7.12 MusicOnHold

A *MusicOnHoldEvent* is generated when subscribing to the Music On Hold event package. An event is generated when the Music On Hold service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>1ff6a2f2-c99e-40a9-b60e-a08c25f7e077</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
034195d2-be6d-4813-9f78-b4313120fbd9</xsi:subscriptionId>
  <xsi:channelId>
5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:MusicOnHoldEvent">
    <xsi:info>
      <xsi:active>>true</xsi:active>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.13 N-WayCallEvent

An *N-WayCallEvent* is generated when subscribing to the N-Way Calling event package. An event is generated when the N-Way Calling service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>a5e4afd7-8db1-4c1f-9cbf-c535cc37bd1b</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>
com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>a650f857-1301-4121-a46e-
d4c64b36217e</xsi:subscriptionId>
  <xsi:channelId>5f8c13d5-c0bc-4b0a-a7f5-
94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:N-WayCallEvent"/>
</xsi:Event>
```

4.7.14 RemoteOfficeEvent

A *RemoteOfficeEvent* is generated when subscribing to the Remote Office event package. An event is generated when the Remote Office service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>bcbf0887-6555-48cc-8d41-4dd83a8ed7b1</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
902c74a9-b6e2-4355-9186-b6d6cb0a5901</xsi:subscriptionId>
  <xsi:channelId>
1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:RemoteOfficeEvent">
    <xsi:info>
      <xsi:active>>true</xsi:active>
      <xsi:remoteOfficeNumber>tel:604</xsi:remoteOfficeNumber>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.15 ThreeWayCallEvent

A *ThreeWayCallEvent* is generated when subscribing to the Three-Way Calling event package. An event is generated when the Three-Way Calling service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>1e526844-3bf7-40b7-868c-c675635b6d6f</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-
8ec206c3a689</externalId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
0164c3da-7373-428d-a06e-ccf0f730bd16</xsi:subscriptionId>
  <xsi:channelId>
1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:ThreeWayCallEvent" />
</xsi:Event>
```


4.7.16 VoiceMessagingEvent

A *VoiceMessagingEvent* is generated when subscribing to the Voice Messaging event package. An event is generated when the Voice Messaging service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e3f7c7c0-4938-403b-8943-820d79d6e185</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-
8ec206c3a689</externalId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
a953fcf9-dd50-4f9e-b429-c3f3b35e533b</xsi:subscriptionId>
  <xsi:channelId>
1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:VoiceMessagingEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.17 SequentialRingEvent

A *SequentialRingEvent* is generated when subscribing to the Sequential Ringing event package. An event is generated when the Sequential Ringing service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsil:type="xsi:SubscriptionEvent"
xmlns:xsil="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>f2987b1d-1a0a-4f83-9ac7-d08d5858d4de</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
e60ffcf2-21e7-4343-a5ce-e718407826c5</xsi:subscriptionId>
  <xsi:channelId>
1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsil:type="xsi:SequentialRingEvent">
    <xsi:info>
      <xsi:ringBaseLocationFirst>true</xsi:ringBaseLocationFirst>
      <xsi:baseLocationNumberOfRings>
3</xsi:baseLocationNumberOfRings>
      <xsi:continueIfBaseLocationIsBusy>
true</xsi:continueIfBaseLocationIsBusy>
      <xsi:callerMayStopSearch>true</xsi:callerMayStopSearch>
      <xsi:location1>
        <xsi:address>tel:604</xsi:address>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
false</xsi:answerConfirmationRequired>
      </xsi:location1>
      <xsi:location2>
        <xsi:address>tel:5007003333</xsi:address>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
false</xsi:answerConfirmationRequired>
      </xsi:location2>
      <xsi:location3>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
false</xsi:answerConfirmationRequired>
      </xsi:location3>
      <xsi:location4>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
false</xsi:answerConfirmationRequired>
      </xsi:location4>
      <xsi:location5>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
false</xsi:answerConfirmationRequired>
      </xsi:location5>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.18 SimultaneousRingPersonalEvent

A *SimultaneousRingPersonalEvent* is generated when subscribing to the Simultaneous Ringing Personal event package. An event is generated when the Simultaneous Ringing Personal service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>c3ac598d-4757-45d7-a0ba-2f1ac02d1206</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-
8ec206c3a689</externalId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
3781f06e-d5c4-4b41-8e80-79cab0d9c54b</xsi:subscriptionId>
  <xsi:channelId>
1a095a63-7efa-4d07-9737-b6ale5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:SimultaneousRingPersonalEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:incomingCalls>Do not Ring if on a
Call</xsi:incomingCalls>
      <xsi:simRingLocations>
        <xsi:simRingLocation>
          <xsi:address>tel:604</xsi:address>
          <xsi:answerConfirmationRequired>
            true</xsi:answerConfirmationRequired>
        </xsi:simRingLocation>
        <xsi:simRingLocation>
          <xsi:address>tel:610</xsi:address>
          <xsi:answerConfirmationRequired>
            true</xsi:answerConfirmationRequired>
        </xsi:simRingLocation>
        <xsi:simRingLocation>
          <xsi:address>tel:5007003333</xsi:address>
          <xsi:answerConfirmationRequired>
            true</xsi:answerConfirmationRequired>
        </xsi:simRingLocation>
      </xsi:simRingLocations>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.19 PushNotificationRegistrationEvent

The Push Notification Registration event is generated upon a user-level subscription, and it is sent when a user's push notification registration is added, updated, or deleted. The event contains a complete picture of the user's push notification registrations stored on the server.

Example

```
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2
001/XMLSchema-instance">
  <xsi:eventID>67af1622-08d6-49eb-8bd4-08ae1ea7bb82</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@company.com</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>My Application</xsi:externalApplicationId>
  <xsi:subscriptionId>079fdf7f-c6fa-4ec9-b33a-
11ea2e9ffc63</xsi:subscriptionId>
  <xsi:channelId>4deb2851-5c1a-4128-b10e-7afa23f99da3</xsi:channelId>
  <xsi:eventData xsi:type="xsi: PushNotificationRegistrationEvent ">
    <xsi:pushNotificationRegistrations>
      <xsi:pushNotificationRegistration>
        <xsi:applicationId>com.broadsoft.enterprise.iris</
xsi:applicationId>
        <xsi:applicationVersion>1.1.8</xsi:applicationVersion>
        <xsi:registrationId>android-res1-johnsmith-
dev1</xsi:registrationId>
        <xsi:deviceOSType>Android</xsi:deviceOSType>
        <xsi:deviceOSVersion>8.2</xsi:deviceOSVersion>
        <xsi:deviceTokenList>
          <xsi:deviceToken>
            <xsi:token>FE66489F304DC75B8D6E8200DFF8A456E8D518741C92C6660
FE66489F304DC75B8D6E8200DFF8A456E8D518741C92C6660</xsi:token>
          <xsi:pushNotificationEvents>
            <xsi:event>NEW_CALL</xsi:event>
            <xsi:event>CALL_UPD</xsi:event>
            <xsi:event>NEW_TEXT_MSG</xsi:event>
          </xsi:pushNotificationEvents>
        </xsi:deviceToken>
      </xsi:deviceTokenList>
    </xsi:pushNotificationRegistration>
    <xsi:pushNotificationRegistration>
      <xsi:applicationId>com.broadsoft.ucone2015</xsi:applicationId>
      <xsi:applicationVersion>1.1.1.0</xsi:applicationVersion>
      <xsi:registrationId>apple-res1-johnsmith-
dev1</xsi:registrationId>
      <xsi:deviceOSType>iOS</xsi:deviceOSType>
      <xsi:deviceOSVersion>8.4.0</xsi:deviceOSVersion>
      <xsi:deviceTokenList>
        <xsi:deviceToken>
          <xsi:token>8eea961fda8ea893a2d1bfd7262cbf4c52df4d4d53bdc947c8f7b7475f4cf
bla</xsi:token>
        <xsi:pushNotificationEvents>
          <xsi:event>NEW_CALL</xsi:event>
          <xsi:event>CALL_UPD</xsi:event>
        </xsi:pushNotificationEvents>
      </xsi:deviceToken>
    </xsi:deviceTokenList>
  </xsi:pushNotificationRegistrations>
  <xsi:token>8eea961fda8ea893a2d1bfd7262cbf4c52df4d4d53bdc947c8f7b7475f4c1
111</xsi:token>
  <xsi:pushNotificationEvents>
```

```

        <xsi:event>NEW_TEXT_MSG</xsi:event>
    </xsi:pushNotificationEvents>
</xsi:deviceToken>
</xsi:deviceTokenList>
</xsi:pushNotificationRegistration>
</xsi:pushNotificationRegistrations>
</xsi:eventData>
</xsi:Event>

```

4.7.20 CallParkedAgainstEvent

A *CallParkedAgainstEvent* is generated when a call is parked against a user, when a call is no longer parked against a user, and after a subscription is added or refreshed. The event provides information about the parked user when a call is parked against the target user or indicates a call is no longer parked against the target user.

Example

```

<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
  xmlns:xsi="http://schema.broadsoft.com/xsi"
  xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>448b7053-471b-4703-ae82-
    49421a772949</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>u2@tx.net</xsi:userId>
  <xsi:externalId>39b8a245-644a-4a60-8f1d-8ec206c3a689</externalId>
  <xsi:externalApplicationId>http://www.broadsoft.com/
    application/call-client/my-client
  </xsi:externalApplicationId>
  <xsi:subscriptionId>2447e791-41ed-
    3eb4487bbacb</xsi:subscriptionId>
  <xsi:eventData xsi:type="xsi:CallParkedAgainstEvent">
    <xsi:parkedParty>
      <xsi:name>alice south</xsi:name>
      <xsi:address>tel:876601</xsi:address>
      <xsi:userId>south01@as.bw.com</xsi:userId>
      <xsi:userDN countryCode="1">
        tel:+19726987601;ext=876601
      </xsi:userDN>
      <xsi:callType>Enterprise</xsi:callType>
    </xsi:parkedParty>
  </xsi:eventData>
</xsi:Event>

```

4.7.21 Subscription Event

A Subscription event reports a change associated with a subscription. The only Subscription event available is the *SubscriptionTerminatedEvent*.

4.7.21.1 SubscriptionTerminatedEvent

A *SubscriptionTerminatedEvent* is generated when a subscription terminates.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>a9d5e4b7-2b14-4139-ba60-bb807dbd2448</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apId1</xsi:externalApplicationId>
  <xsi:subscriptionId>
f39acc1f-1349-4293-a940-018dcd1b17dc</xsi:subscriptionId>
  <xsi:channelId>
726bfd81-799c-473a-9e32-ed7063ef0b2f</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi:type="xsi:SubscriptionTerminatedEvent" />
</xsi:Event>
```

4.7.22 Channel Event

A Channel event reports a change associated with a channel. The only Channel event available is the *ChannelTerminatedEvent*.

4.7.22.1 ChannelTerminatedEvent

A *ChannelTerminatedEvent* is generated when a channel terminates.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi:type="xsi:ChannelTerminatedEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:channelId>726bfd81-799c-473a-9e32-
ed7063ef0b2f</xsi:channelId>
  <xsi:reason>ExplicitDelete</xsi:reason>
</xsi:Event>
```

5 XML Schema

The Webex Calling XML schema is made available through the *Webex_Calling_XSiSchema_102819.zip* file which contains the compressed schema files described below. The following files are available in this archive file:

- *XSiSchema.xsd* – This file is the base file for the Xtended Services Interface XML schema files. This file references all included files.
- *XSiDataTypes.xsd* – This file contains the base definitions for types that are used in other schema files.
- *XSiBaseEvent.xsd* – This file contains the base definitions for types that are used in events.
- *System/XSiSystem.xsd* – This file contains the types that are used in application controller requests and responses.
- *Events/XSiChannel.xsd* – This file contains the types that are used in event channel requests and responses.
- *Events/XSiSubscription.xsd* – This file contains the types that are used in event subscription requests and responses.
- *CallSession/XSiCallSession.xsd* – This file contains the types that are used in call and conference requests, responses, and events.
- *CallSession/Events/XSiCallSessionEvents.xsd* – This file contains the events that are sent in the context of a basic call, standard call, or advanced call subscription.
- *Services/XSi<x>.xsd* – This file the types that are used in requests, responses, and events that are related to service x configuration.
- *Services/Events/XSi<XXX>.xsd* – These files contain the events that are sent in the context of the various service configuration.
- *Directory/XSiDirectories.xsd* – This file contains the types that are used in directory requests and responses.
- *Profile/XSiProfile.xsd* – This file contains the types that are used in profile requests and responses.

5.1 Schema Updates

Enhancements and fixes to the schema are provided through new version of the archive file. Each schema file is named using the following convention:

Rel<x>_XsiSchema_<y>.zip

Where **x** is the Xsi interface version number and **y** is a unique identifier internal to Cisco Systems Inc.

For example, if a new feature is made available in Release 21.0 through a feature patch and that a new schema file, *Rel21.sp3_XsiSchema_471212*, is published with it. A remote application can make use of this new Xsi functionality by using the XML types defined in this new file and setting the version number to 21.sp3 in the associated Xsi requests.

Acronyms and Abbreviations

ACD	Automatic Call Distribution
API	Application Programming Interface
BA	BroadWorks Anywhere
CDR	Call Detail Record
CFA	Call Forwarding Always
CLID	Calling Line Identity
CPD	Call Progress Detection
CPE	CommPilot Express
CTI	Computer Telephony Interface
DN	Directory Number
DNIS	Dialed Number Identification Service
DTMF	Dual-Tone Multi-Frequency
FAC	Feature Access Code
FMFM	Find-me/Follow-me
FQDN	Fully Qualified Domain Name
GCP	Group Call Park
HTTPS	Hypertext Transfer Protocol Secure Sockets
IM&P	Instant Messaging and Presence
IMRN	IP Multimedia Routing Number
IVR	Interactive Voice Response
JSON	JavaScript Object Notation
LDAP	Lightweight Directory Access Protocol
MOH	Music On Hold
MWI	Message Waiting Indicator
SIP	Session Initiation Protocol
SSID	Shared Subscription ID
SSL	Secure Sockets Layer
TAS	Telephony Application Server
UMS	Messaging Server
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
UTC	Coordinated Universal Time
Xsi	Xtended Services Interface

References

- [1] Richardson, L., Ruby, S. *RESTful Web Services*. O'Reilly Media, Inc. 2007. Available from <http://www.crummy.com/writing/RESTful-Web-Services/>.
- [2] W3C. 2004. *W3C Recommendation 28, XML Schema Part 2: Datatypes Second Edition*. Available at <http://www.w3.org/TR/xmlschema-2/#dateTime>.
- [3] BadgerFish. 2017. *What is BadgerFish?* Available from BadgerFish at badgerfish.ning.com.
- [4] Cisco Webex for Developers. Available at <https://developer.webex.com>.
- [5] Cisco Webex for Developers, Integrations and Authorizations. Available at <https://developer.webex.com/docs/integrations>.
- [6] Cisco Webex for Developers, People API. Available at <https://developer.webex.com/docs/api/v1/people>.
- [7] Cisco Webex for Developers, Organizations API (for Xsi integrations). Available at <https://developer.webex.com/docs/api/v1/organizations-with-xsi>.

WARNING: Never delete the following *Section Break (Continuous)* because the document becomes corrupted and it is then unusable.