

# OnHold Phonecalls

This method allows putting PhoneCalls on hold in particular contexts such as User, Organization or global.

- [Request/Response model](#)
  - [Overview](#)
  - [Request](#)
  - [Response](#)
- [Example](#)

## Request/Response model

### Overview

Use this request to put a phone call on hold.

The Service identifies the phone call using the User Id, Extension number, and [PhoneCall](#) Id.

If successful, the Service returns the PhoneCall that was updated.

The request is made by an App that is registered to a User account.

To put a phone call on hold, issue a HTTP PUT request:

#### Model

```
HTTP-Method      = "PUT"
URI-Fragment     = "/uapi/phoneCalls/" User-Id "/" Extension-Number "/" PhoneCall-Id
Query-Parameters = null
Request-Payload  = PhoneCallAction

Return-Object    = PhoneCall
```

#### Example

```
PUT /uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333
HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authroization: Bearer token

{
  "action": "OnHold",
  "phoneCallViewId": "01"
}
```

## Request

This section describes how to format the request to the service.

### URI fragment

The following parameters must be sent in the URI fragment:

Name	Type	Required	Description
<b>userId</b>	<a href="#">User-Id</a>	Yes	The Id of the User that owns the Extension involved in the call. It can take one of the following values: @me - refers to the <a href="#">authenticated User</a> . @viewer - also refers to the <a href="#">authenticated User</a> . @owner - refers to the User that owns the Extension used to make the phone call. User-Id - refers to the unique identifier of the User. Default: @me
<b>extension</b>	<a href="#">UAPI-Extension-Number</a>	Yes	Number of the Extension involved in the call. Use @self to match all the extensions under the User.

phoneCallId	<a href="#">Object-Id</a>	Yes	Id of a PhoneCall resource that must be updated. If not provided, all phone calls owned by the Extension are put on hold. If the Extension is unknown, you can use @self and phoneCallId to identify the phone call. The PhoneCallId can be retrieved using the <a href="#">List PhoneCalls</a> request.
-------------	---------------------------	-----	---

## Request Payload

When putting [PhoneCalls](#) on hold, the following restrictions apply to the PhoneCall resource sent in the Request Payload.

Name	Type	Required	Description
action	String	Yes	Action must be set to <b>OnHold</b> .
phoneCallViewId	String	Yes	The <a href="#">PhoneCallView</a> that is subject to the update.

## Response

### Success

If successful, the Service returns the [PhoneCall](#) that was updated and the following HTTP statuses:

HTTP Code	Description
200	The phone call is returned.
204	There is no phone call to be returned.

### Failure

When it fails, the request returns the following error codes:

HTTP Code	Code	Description
400	pc_phonecall_invalid	Value supplied in phoneCallId from the URI-Fragment is invalid. The parameter must be set to an alpha-numeric value and reference an existing phone call.
400	pc_phonecallview_invalid	Value supplied in phoneCallViewId parameter is missing or invalid. The parameter must reference a view of the phone call identified by the phoneCallId given in the URI-Fragment.

## Response Body

If any 4xx or 5xx status codes is returned, the body contains the [error response](#) . When the request is successful and 200 OK is returned, the body contains a JSON representation.

## Example

Below you can find an example that will help you understand the request and the response.

This example puts the phone number 0003\*024 on hold. The phoneCallViewId is set to 01, identifying the view of 0003\*024. The request is made by an App on behalf of a User.

HTTP Request
<pre>PUT /uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333 HTTP/1.1 HOST uapi.voipnow.com Content Type: application/json Authroization: Bearer token  {   "action": "OnHold",   "phoneCallViewId": "01" }</pre>

Assuming that the request has been successful, the Service sends the following answer:

### HTTP Response

HTTP/1.1 202 Accepted

...

```
{
  "id": "b817d2618fe6f1804333",
  "extension": "0003*210",
  "link": { "self": "https://x.x.x.x/uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333" }
}
```

Use the link returned by the Service to list the details of the PhoneCall making a [List PhoneCalls](#) request. The list request outputs the following:

### HTTP Response

HTTP/1.1 200 OK

...

```
{
  "id": "b817d2618fe6f1804333",
  "extension": "0003*210",
  "ownerId": "3",
  "ownerName": "Default Organization",
  "answered": "2012-06-27T16:08:55+03:00",
  "published": "2012-06-27T16:08:50+02:00",
  "phoneCallView": [
    {
      "id": "01",
      "extension": "0003*210",
      "answered": "2012-06-27T16:08:55+03:00",
      "status": "5",
      "callerId": "John Doe <3333>",
      "source": [ "0003*210" ],
      "destination": [ "0003*024" ],
      "onhold": "2012-06-27T16:18:55+23:00",
      "holder": 1
    }
  ]
  "link": { "self": "https://x.x.x.x/uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333" }
}
```