

OffHold PhoneCalls

This method allows a connection to a phone call that was put on hold.

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Request/Response model

Overview

Use this request to connect to a phone call that was put on hold.

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

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

To connect to a phone call that was put 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/phoneCall/12/0003*210/b817d2618fe6f1804333
HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authorization: Bearer token

{
  "action": "OffHold",
  "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
userId	User-Id	Yes	Id of the User that owns the Extension involved in the call. It can take one of the following values: @me - refers to the authenticated User . @viewer - also refers to the authenticated User . @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
extension	UAPI-Extension-Number	Yes	Number of the Extension involved in the call. Use @self to match all the extensions under the User.
phoneCallId	Object-Id	Yes	Id of a PhoneCall resource that must be updated. If the Extension is unknown, you can use @self and phoneCallId to identify the phone call. The PhoneCallId can be retrieved using the List PhoneCalls request.

Request Payload

When connecting to a [PhoneCall](#) that was put 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 OffHold .
phoneCallViewId	String	Yes	The PhoneCallView 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 list of phone calls is returned.
204	There are no phone calls to be returned.

Failure

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

HTTP Code	Code	Description
400	pc_phoncall_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_phoncallview_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 connects the number 0003*210 to the 0003*024, which was previously put 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/phoneCall/12/0003*210/b817d2618fe6f1804333 HTTP/1.1 HOST uapi.voipnow.com Content Type: application/json Authorization: Bearer token { "action": "OffHold", "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 <3334444>",
      "source": [ "0003*024" ],
      "destination": [ "0003*210" ]
    }
  ]
  "link": { "self": "https://x.x.x.x/uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333" }
}
```