PickUp Phone Calls

This method allows picking up PhoneCalls in particular contexts such as User, Organization or global.

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Request/Response model

Overview

Use this request to pick up a phone call that is received by another phone terminal.

The request identifies the phone call using the User Id, Extension number and PhoneCall Id. If successful, it returns the PhoneCall that was updated.

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

To pick up phone calls in a desired context, 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/@me/0003*210/b817d2618fe6f1804333
HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authorization: Bearer token

{
  "action":"PickUp",
  "sendCallTo":"0003*024",
  "callerId:"John Doe <42420042>",
  "waitForPickup":"20" ,
  "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 picking up PhoneCalls, 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 **PickUp**.
sendCallTo	UAPI-Extension-Number	Yes	Number of the Extension that connects to the parked phone call. Must refer to a `Phone Terminal` Extension.
callerId	UAPI-Caller-Id	No	The caller name and number. It is displayed to the source. Default: the `callerId` of the `Phone Terminal` Extension
waitForPickup	Number	No	The maximum number of seconds to wait until one of the phone numbers used picks up. When the time value set here runs out, the call is cancelled. Default: 25 seconds.
phoneCallViewId	String	Yes	The PhoneCallView that is subject to the update.

Response

Success

If successful, the request returns a collection of PhoneCalls 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_timeout_invalid	Value supplied in `waitForPickup` parameter is missing or invalid. The parameter must be numeric and higher than 0.
400	pc_callerid_invalid	Value supplied in `callerId` parameter is missing or invalid. The parameter must be set to a value with the format: John Doe <+3334444>.
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.
400	pc_sendcallto_invalid	Value supplied in sendCallTo parameter is missing or invalid. The parameter must be set to the number of a phone terminal extension.

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 picks up the phone call that is received by Extension 0003*210. The phone call is then sent to the Extension 0003*024. The caller Id displayed to 0003*024 is the one set in the request: John Doe <42420042>.

The phoneCallViewId is set to 01, identifying the call that occurs on 0003*210 at the moment.

The request is made by an App on behalf of a User.

HTTP Request

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

{
  "action":"PickUp",
  "sendCallTo":"0003*024",
  "callerId:"John Doe <42420042>",
  "waitForPickup":"20" ,
  "phoneCallViewId":"01"
}
```

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"]
     }
    ]
}
```