

TransferToVoicemail PhoneCalls

This method allows to transfer a phone call to Voicemail in particular contexts such as User, Organization or global.

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Request/Response model

Overview

Use this request to transfer a phone call to Voicemail.

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. UnifiedAPI can also [transfer the phone call](#) to a third-party number.

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

To transfer a phone call to Voicemail 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

```
GET /uapi/phoneCalls/12/0003*210/b817d2618fe6f1804db1 HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authorization: Bearer token
```

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	Specifies the Id of a PhoneCall resource that must be updated, otherwise all PhoneCall resources of the extension will be updated. If the Extension is unknown, you can use @self and phoneCallId to identify the phone call.

Request Payload

When transferring a [PhoneCall](#) to Voicemail, 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 TransferToVoicemail .
sendCallTo	UAPI-Extension-Number	Yes	Number of the Extension where the phone call should be transferred. Must be in the same Organization as the Extension given in the URI-Fragment and must be multi-user aware. Must refer to a Phone Terminal type Extension.
transferFromNumber	UAPI-Extension-Number	No	The phone number of the party that transfers the call. Its value can be the phone number of the source or destination. If missing the value from sendCallTo will be used.
transferNumber	UAPI-Extension-Number	Yes	The phone number of the party being transferred. Its value can be the phone number of the source or destination.

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 transferred.
204	There are no phone calls to be transferred.

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_sendcallto_invalid	Value supplied in sendCallTo parameter is missing or invalid. The parameter must be set to the number of a phone terminal extension.
400	pc_transfer_from_number_invalid	Value supplied in transferFromNumber parameter is missing or invalid. The parameter must be set to the value of a phone number.
400	pc_transfer_number_invalid	Value supplied in transferNumber parameter is missing or invalid. The parameter must be set to the value of a phone number.

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 transfers a phone call of Extension 0003*210 to the Voicemail of 0003*024. The request is made by an App on behalf of a User.

HTTP Request

```
PUT /uapi/phoneCalls/12/0003*210/444444
HTTP/1.1
HOST uapi.voipnow.com
Content Type: application/json
Authorization: Bearer token
```

```
{
  "action": "TransferToVoicemail",
  "sendCallTo": "0003*024",
  "transferFromNumber": "0003*024"
}
```

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*210"],
      "destination": ["0003*024"]
    }
  ],
  "link": { "self": "https://x.x.x.x/uapi/phoneCalls/12/0003*210/b817d2618fe6f1804333" }
}
```