



Avaya Admin Portal Web Service API

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Control or reorganization of Licensee pursuant to a merger, sale of assets or stock. This Agreement shall terminate immediately upon occurrence of any prohibited assignment.

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Licensee shall comply with all applicable laws and regulations, including without limitation those applicable to data privacy, intellectual property, trade secret, and fraud. Licensee is advised that the Technical Information is of U.S. origin and subject to the U.S. Export Administration Regulations (“EAR”) and may be subject to applicable local country import/export laws and regulations. Diversion contrary to U.S. and/or applicable local country law and/or regulation is prohibited. Licensee agrees not to directly or indirectly export, re-export, import, download, or transmit the Technical Information to any country, end user or for any use that is contrary to applicable U.S. and/or local country regulation or statute (including but not limited to those countries embargoed by the U.S. government). Licensee represents that any governmental agency has not issued sanctions against Licensee or otherwise suspended, revoked or denied Licensee's import/export privileges. Licensee agrees not to use or transfer the Technical Information for any use relating to nuclear, chemical or biological weapons, or missile technology, unless authorized by the U.S. and/or any applicable local government by regulation or specific written license. Additionally, Licensee is advised that the Technical Information may contain encryption algorithm or source code that may not be exported to government or military end users without a license issued by the U.S. Bureau of Industry and Security and any other country's governmental agencies, where applicable.

13.0 WAIVER.

The failure to assert any rights under this Agreement, including, but not limited to, the right to terminate in the event of breach or default, will not be deemed to constitute a waiver of the right to enforce each and every provision of this Agreement in accordance with their terms.

14.0 SEVERABILITY.

If any provision of this Agreement is determined to be unenforceable or invalid, this Agreement will not be rendered unenforceable or invalid as a whole, and the provision will be changed and interpreted so as to best accomplish the objectives of the original provision within the limits of applicable law.

15.0 GOVERNING LAW AND DISPUTE RESOLUTION.

15.1 Governing Law. This Agreement and any dispute, claim or controversy arising out of or relating to this Agreement (“Dispute”), including without limitation the formation, interpretation, breach or termination of this Agreement, or any issue regarding whether a Dispute is subject to arbitration under this Agreement, will be governed by New York State laws, excluding conflict of law principles, and the United Nations Convention on Contracts for the International Sale of Goods.

15.2 Dispute Resolution. Any Dispute will be resolved in accordance with the provisions of this Section 15. The disputing party shall give the other party written notice of the Dispute in accordance with the notice provision of this Agreement. The parties will attempt in good faith to resolve each controversy or claim within 30 days, or such other longer period as the parties may mutually agree, following the delivery of such notice, by negotiations between designated representatives of the parties who have dispute resolution authority.

15.3 Arbitration of Non-US Disputes. If a Dispute that arose anywhere other than in the United States or is based upon an alleged breach committed anywhere other than in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, it will be conclusively determined upon request of either party by a final and binding arbitration proceeding to be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a single arbitrator appointed by the parties or (failing agreement) by an

arbitrator appointed by the President of the International Chamber of Commerce (from time to time), except that if the aggregate claims, cross claims and counterclaims by any one party against the other party exceed One Million US Dollars at the time all claims, including cross claims and counterclaims are filed, the proceeding will be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a panel of three arbitrator(s) appointed in accordance with the Rules of Arbitration of the International Chamber of Commerce. The arbitration will be conducted in the English language, at a location agreed by the parties or (failing agreement) ordered by the arbitrator(s). The arbitrator(s) will have authority only to award compensatory damages within the scope of the limitations of Section 8 and will not award punitive or exemplary damages. The arbitrator(s) will not have the authority to limit, expand or otherwise modify the terms of this Agreement. The ruling by the arbitrator(s) will be final and binding on the parties and may be entered in any court having jurisdiction over the parties or any of their assets. The parties will evenly split the cost of the arbitrator(s) fees, but Avaya and Customer will each bear its own attorneys' fees and other costs associated with the arbitration. The parties, their representatives, other participants and the arbitrator(s) will hold the existence, content and results of the arbitration in strict confidence to the fullest extent permitted by law. Any disclosure of the existence, content and results of the arbitration will be as limited and narrowed as required to comply with the applicable law. By way of illustration, if the applicable law mandates the disclosure of the monetary amount of an arbitration award only, the underlying opinion or rationale for that award may not be disclosed.

15.4 Choice of Forum for US Disputes. If a Dispute by one party against the other that arose in the United States or is based upon an alleged breach committed in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, then either party may bring an action or proceeding solely in either the Supreme Court of the State of New York, New York County, or the United States District Court for the Southern District of New York. Except as otherwise stated in Section 15.3 each party consents to the exclusive jurisdiction of those courts, including their appellate courts, for the purpose of all actions and proceedings arising out of or relating to this Agreement.

15.5 Injunctive Relief. Nothing in this Agreement will be construed to preclude either party from seeking provisional remedies, including, but not limited to, temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights, including its rights pending arbitration, at any time. The parties agree that the arbitration provision in Section 15.3 may be enforced by injunction or other equitable order, and no bond or security of any kind will be required with respect to any such injunction or order.

15.6 Time Limit. Actions on Disputes between the parties must be brought in accordance with this Section within 2 years after the cause of action arises.

16.0 AGREEMENT IN ENGLISH.

The parties confirm that it is their wish that the Agreement, as well as all other documents relating hereto, including all notices, have been and shall be drawn up in the English language only. Les parties aux présentes confirment leur volonté que cette convention, de même que tous les documents, y compris tout avis, qui s'y rattachent, soient rédigés en langue anglaise.

17.0 ENTIRE AGREEMENT.

This Agreement, its exhibits, schedules and other agreements or documents referenced herein, constitute the full and complete understanding and agreement between the parties and supersede all contemporaneous and prior understandings, agreements and representations relating to the subject matter

hereof. No modifications, alterations or amendments shall be effective unless in writing signed by both parties to this Agreement.

18. REDISTRIBUTABLE CLIENT FILES.

The list of SDK client files that can be redistributed, if any, are in the SDK in a file called Redistributable.txt.

**Schedule 1 to Avaya SDK License Agreement
Third Party Notices**

1. **CODECS:** WITH RESPECT TO ANY CODECS IN THE SDK, YOU ACKNOWLEDGE AND AGREE YOU ARE RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES, IF ANY. IT IS YOUR RESPONSIBILITY TO CHECK.

THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR THE H.264 (AVC) CODEC MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

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Chapter 1: Introduction

Change history

The following changes are made to this document since the last issue:

Issue number	Release number	Changes
6	4.2	<ul style="list-style-type: none">• PhoneType, PhonePort, and ADSecurityGroupCollection fields in provision request• PhoneType, PhonePort, and PublicResource fields in provision resource• PhonePort field in modify resource• Added phone button properties in SIP Station (Provisioning Through SMGR template) section
5	4.1	<ul style="list-style-type: none">• Deleted the “Token Generation when the grant type is ‘Password’” section Updated the following sections: <ul style="list-style-type: none">• Enabling OAuth in Web Service• Provision user• Resource management• Add voicemail address• Add message option• Updating voicemail web access password• Updating voicemail Lock status• sample URLs to v4 Added the following section: <ul style="list-style-type: none">• Reassign User
4	4.0	Added the following fields: <ul style="list-style-type: none">• AXPUserProfile• AXPUserRoles• AXPUserMemberOfGroups• AXPUserOwnedGroups
3	3.9	No change
2	3.8	Added the following fields: <ul style="list-style-type: none">• WsFERole• WsFESupervisor• SecondaryUserID Added Rename Resources section
1	3.7	Release 3.7 document

Chapter 2: Overview

Admin Portal Web services API includes user-centric and device-centric methods. User-centric methods relate to communication resources that are associated with users. Those resources are identified implicitly by the user ID. Device-centric methods relate to devices regardless of association with users. For those methods, the devices need to be explicitly identified.

From Release 4.0, a new version of API (v4) is added. The v4 version has security refinements, and the primary changes are the changes in the URL. The previous version of the APIs will remain available temporarily but will be discontinued eventually. It is recommended to plan and migrate the client implementation to the new version accordingly. The new URLs have been added in each API description, as relevant. The payloads and methods of the APIs remain same in both versions.

Authentication

Admin Portal web services can be used with basic authentication or OAuth authentication mechanism. If it is configured to use basic, you can pass username and password details in each request. If the web service is configured to use OAuth, see the OAuth details in the separate OAuth section.

Accessing API with OAuth authentication

Admin Portal uses the OAuth authentication mechanism. It involves two-step:

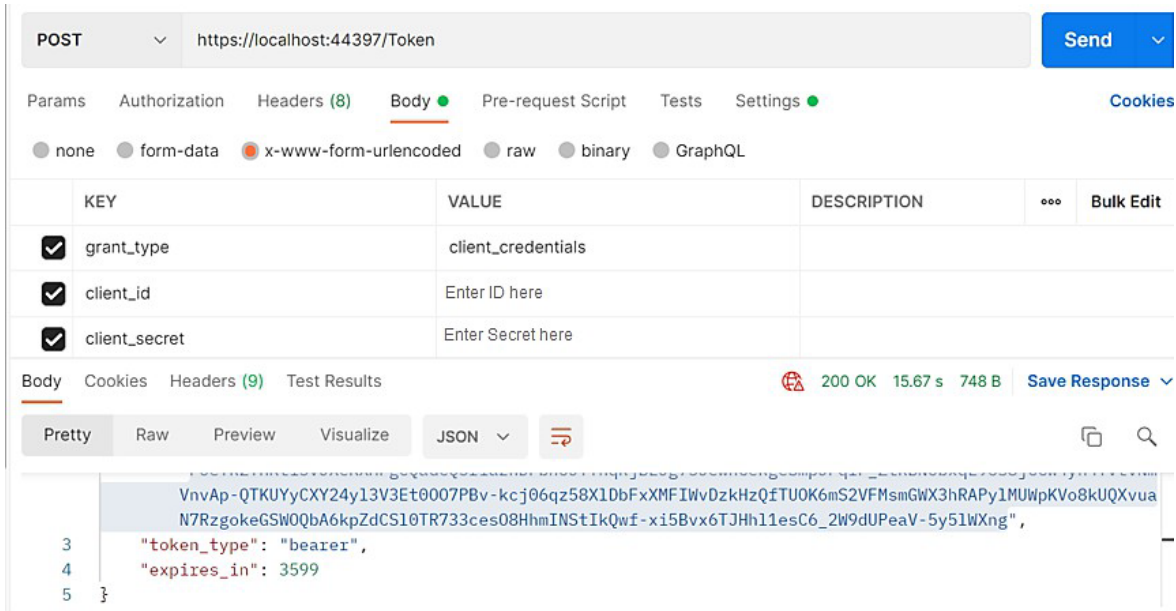
1. Token generation
2. Passing token in each request

1. Token Generation when the grant type is 'Client_Credentials'

- URL: <https://AdminPortalServer/ProvisioningWebService/Token>
- Method: POST
- Pass the below parameters as form-urlencoded
 - grant_type: client_credentials
 - client_id:username_for_authentication
 - client_secret:password_for_authentication
- Success Response: 200/Ok

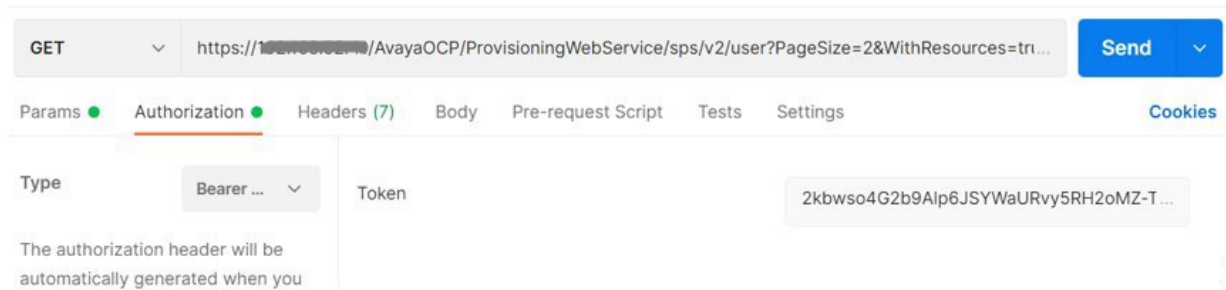
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 401 Unauthorized request
- Sample Request:
 - <https://Portal.avayacloud.com/ProvisioningWebService/Token>
- Sample Result:

```
{
  "access_token": "
0eTR2THKti5vJXeKXMPgcQaGcQ5riaznDFbnUJTtnqRjBLJg75JewhCeRge
SmpJPqIF_ZtRBN0bxqL96s8jCCw4yn4YvtvNmVnvAp-
QTKUYyCXy24y13V3Et0007PBv-
kcj06qz58X1DbFxxMFIWvDzkHzQfTUOK6mS2VFMsmGWX3hRAPy1MUWpKVo8
kUQXvuaN7RzgokeGSW0QbA6kpZdCS10TR733ces08HhmINStIkQwf-
xi5Bvx6TJHh11esC6_2W9dUPeaV-5y51WXng
",
  "token_type": "bearer",
  "expires_in": 3599
}
```



2. Passing token in each request

Once we have the token, we can pass that in each request. For passing a token from Postman, we need to select Authentication as Bearer and paste the token.



Enabling OAuth in Web Service


Here is the procedure to update authentication type:

- Go to System Admin > General > Application Config
- Click on the Search button and search WebServiceAuthMode.
- Click on the Edit button to edit WebServiceAuthMode and change it to either "Basic" or "OAuth" and click on Update.

Updating Token Duration in Web Service

Use this procedure to update the token expiration time for WebService.

Procedure

1. From System Admin Portal, go to **General > Application Config**.
2. Find **WebServiceTokenExpirationtime** under the Config Key column and click .
3. In the **Config Value** field, enter the required expiration time in minutes.
4. Click **Update**.

Chapter 3: User management

Provision user

- URL: ProvisioningWebService/sps/v2/user
- URL for V4: ProvisioningWebService/sps/v4/user
- Method: POST
- Input Parameters:

Field	Type	Required	Notes
RequestID	String	Yes	
FirstName	String	Yes	
LastName	String	Yes	
DisplayName	String	No	
UserID	String	Yes	
EmailAddress	String	Yes	
ProvisioningGroup	String	Yes	The group is "Location – Org Unit" combination.
BundleName	String	Yes	
ReportUserGroup	String	Yes	
AddSupervisor	Boolean	No	
AddMailbox	Boolean	No	
StationTemplate	String	No	
AgentTemplate	String	No	
MailboxTemplate	String	No	
CMSSupervisorTemplate	String	No	
StationExtension	String	No	
AgentLoginID	String	No	
MailboxNumber	String	No	
OverrideAgentAttribute	Dictionary (String, String)	No	
OverrideSupervisorAttribute	Dictionary (String, String)	No	
OverrideMailboxAttribute	Dictionary (String, String)	No	
OverrideStationAttribute	Dictionary (String, String)	No	
WsFERole	String	No	
WsFESupervisor	String	No	
SecondaryUserID	String	No	
AXPUserProfile	String	No	
AXPUserRoles	List(String)	No	If value is Null then Web Service will use Role

			configured in AXPUserProfile.
AXPUserMemberOfGroups	List(String)	No	If value is Null then Web Service will use member of group configured in AXPUserProfile.
AXPUserOwnedGroups	List(String)	No	
AddVoicemailForExtensionType	String	No	Value can be Agent or Station
AddSecondaryExtensionForVoicemail	Boolean	No	
PhoneType	String	No	Valid values: IP, Analog, Digital. Default is IP.
PhonePort	String	No	Phone port for the Analog or digital phone type
ADSecurityGroupCollection	String	No	

- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
 - <http://Portal.avayacloud.com/ProvisioningWebService/sps/v2/user/>
- Sample Request:

```
{
  "RequestID":"SPS_13062022_ProvUser_10",
  "FirstName":"John1",
  "LastName": "Smith1",
  "UserID":"JSmith",
  "EmailAddress":"jsmith@avayacloud.com",
  "ProvisioningGroup":"Eastern US - 5089",
  "BundleName":"CC Voice",
  "ReportUserGroup":"5089",
  "AddMailbox":"false",
  "AddSupervisor":"false",
  "StationTemplate":"SM Default Template",
  "AgentTemplate":"",
  "MailboxTemplate":"",
  "CMSSupervisorTemplate":"",
  "StationExtension":"",
  "AgentLoginID":"",
  "WsFERole":"",
  "WsFESupervisor":"",
  "SecondaryUserID":"",
  "OverrideStationAttribute": {
    "CMEndPoint.voiceMailNumber": "827599"
  },
  "OverrideAgentAttribute": {},
}
```

```

"OverrideMailboxAttribute": {},
"OverrideSupervisorAttribute": {}
"AXPUserProfile": "AuraVoiceEmailChat",
"AXPUserRoles": ["Administrator"],
"AXPUserMemberOfGroups": ["starfishtest"],
"AXPUserOwnedGroups": ["starfishtest2"],
"AddVoicemailForExtensionType": "",
"AddSecondaryExtensionForVoicemail": "false",
"PhoneType": "IP",
"PhonePort": "",
"ADSecurityGroupCollection": ""
}

```

➤ **Sample Result:**

```

{
  "Status": true,
  "UserID": "JSmith",
  "Message": "User provisioned successfully.",
  "ResourceStatus": [
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "User Profile",
      "Status": true,
      "Message": "Added User Profile JSmith@avayacloud.com",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "Communication Profile Password",
      "Status": true,
      "Message": "Updated Communication Profile Password JSmith@avayacloud.com ",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "Communication SIP Profile",
      "Status": true,
      "Message": "Updated Communication SIP Profile JSmith@avayacloud.com ",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "Communication Address",
      "Status": true,
      "Message": "Updated Communication Address JSmith@avayacloud.com ",

```

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```

    "Target": "SMGR8",
    "Details": null
  },
  {
    "Identifier": "JSmith@avayacloud.com",
    "ResourceType": "Presence Profile",
    "Status": true,
    "Message": "Updated Presence Profile JSmith@avayacloud.com ",
    "Target": "SMGR8",
    "Details": null
  },
  {
    "Identifier": "JSmith@avayacloud.com",
    "ResourceType": "Communication Address",
    "Status": true,
    "Message": "Updated Communication Address JSmith@avayacloud.com ",
    "Target": "SMGR8",
    "Details": null
  },
  {
    "Identifier": "33967",
    "ResourceType": "CM Station",
    "Status": true,
    "Message": "Updated station 33967.",
    "Target": "CCCM1",
    "Details": null
  },
  {
    "Identifier": "33967",
    "ResourceType": "AAR Analysis",
    "Status": true,
    "Message": "Updated AAR Analysis for 33967.",
    "Target": "CCCM1",
    "Details": null
  },
  {
    "Identifier": "cn=JSmith,OU=OCP,OU=Test Users,DC=avayacloud,dc=loc",
    "ResourceType": "Ldap Object",
    "Status": true,
    "Message": "AADS AD user added. User added to security group: UC Users. User added to security group: CC Users. ",
    "Target": "AD AADS",
    "Details": null
  },
  {
    "Identifier": "33800",
    "ResourceType": "CM Agent",
    "Status": true,
    "Message": "Added Agent 33800.",

```

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```

        "Target": "CCCM1",
        "Details": null
    },
    {
        "Identifier": "33800",
        "ResourceType": "CMS Agent",
        "Status": true,
        "Message": "Added CMS Agent 33800.",
        "Target": "CMS Server 1",
        "Details": null
    }
]
}

```

Note:

- The request will fail if:
 - Any of the mandatory parameters is empty.
 - A report user group, Bundle name, or provisioning group has invalid values.
 - The request ID is not unique.
 - The user is already provisioned in the system.
 - The user already has an existing station/agent in the system.
- Station, Agent, Voicemail, and CMS Supervisor will be added if they are allowed in the given bundle.
- If the given Bundle permits adding of voicemail and CMS Supervisor and you do not want to add it, then you can pass 'false' value to the 'AddMailbox' and 'AddSupervisor' input parameters. But vice-versa is not true. For example, if the given bundle does not permit adding of voicemail and CMS Supervisor, then you cannot add it by passing 'True' value to 'AddMailbox' and 'AddSupervisor' input parameters.
- While provisioning, if you want to add a particular extension, then you can pass that value in the 'StationExtension' input parameter. Similar to 'AgentLoginID' input parameter.
- The 'MailboxNumber' input parameter can be used only when a given bundle mailbox is permitted and station is not permitted, and you want to add a specific mailbox for the user.
- AXP parameters are used only if AXP is enabled on the deployment.

De-provision user

- URL: ProvisioningWebService/sps/v2/user/{UserID}?RequestID={Request#}
- URL for V4: ProvisioningWebService/sps/v4/user/{UserID}?RequestID={Request#}
- Method: DELETE
- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:

➤ http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user/JSmith/?RequestID=S PS_13062022_DeProvUser_01

➤ Sample Result:

```
{
  "Status": true,
  "UserID": "JSmith",
  "Message": "User deprovisioned successfully",
  "ResourceStatus": [
    {
      "Identifier": "jsmith@avayacloud.com",
      "ResourceType": "User Profile",
      "Status": true,
      "Message": " Deleted User Profile
jsmith@avayacloud.com ",
      "Target": "SMGR1"
    },
    {
      "Identifier": "329089",
      "ResourceType": "Agent",
      "Status": true,
      "Message": "Removed Agent 229089",
      "Target": "CCCM1"
    },
    {
      "Identifier": "329089",
      "ResourceType": "CMS Agent",
      "Status": true,
      "Message": "Removed CMS Agent: 229089",
      "Target": "CMS Server 1"
    },
    {
      "Identifier": "223078",
      "ResourceType": "Avaya IX Mailbox",
      "Status": true,
      "Message": "Removed Mailbox 223078",
      "Target": "IXM Server 1"
    },
    {
      "Identifier": "jsmith",
      "ResourceType": "CMS Supervisor",
      "Status": true,
      "Message": "Removed CMS Supervisor Account
jsmith",
      "Target": "CMS Server 1"
    }
  ]
}
```

Manage bundle

- URL: ProvisioningWebService/sps/v2/user/ManageBundle
- URL for V4: ProvisioningWebService/sps/v4/user:ManageBundle
- Method: PATCH
- Input Parameters:

Field	Type	Required	Notes
RequestID	String	Yes	
UserID	String	Yes	
BundleName	String	No	
ReportUserGroup	String	No	
ProvisioningGroup	String	No	
AddSupervisor	Boolean	No	
AddMailbox	Boolean	No	
StationTemplate	String	No	
AgentTemplate	String	No	
MailboxTemplate	String	No	
CMSSupervisorTemplate	String	No	
StationExtension	String	No	
AgentLoginID	String	No	
OverrideAgentAttribute	Dictionary (String, String)	No	
OverrideSupervisorAttribute	Dictionary (String, String)	No	
OverrideMailboxAttribute	Dictionary (String, String)	No	
OverrideStationAttribute	Dictionary (String, String)	No	
WsFERole	String	No	
WsFESupervisor	String	No	
AXPUserProfile	String	No	
AXPUserRoles	List(String)	No	If value is Null then Web Service will use Role configured in AXPUserProfile.
AXPUserMemberOfGroups	List(String)	No	If value is Null then Web Service will use member of group configured in AXPUserProfile.
AXPUserOwnedGroups	List(String)	No	

- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:

<http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user:ManageBundle>

➤ **Sample Request:**

```
{
  "RequestID": "res_user_u_006",
  "UserID": "JSmith",
  "BundleName": "UC Core",
  "ProvisioningGroup": "",
  "ReportUserGroup": "",
  "AddMailbox": "false",
  "AddSupervisor": "false",
  "StationTemplate": "",
  "AgentTemplate": "",
  "MailboxTemplate": "",
  "CMSSupervisorTemplate": "",
  "StationExtension": "",
  "AgentLoginID": "",
  "WsFERole": "",
  "WsFESupervisor": "",
  "OverrideStationAttributes": {},
  "OverrideAgentAttribute": {},
  "OverrideMailboxAttribute": {},
  "OverrideSupervisorAttribute": {}
  "AXPUserProfile": "AuraVoiceEmailChat",
  "AXPUserRoles": ["Administrator"],
  "AXPUserMemberOfGroups": ["starfishtest"],
  "AXPUserOwnedGroups": ["starfishtest2"]
}
```

➤ **Sample Result:**

```
{
  "Status": true,
  "UserID": "JSmith",
  "Message": "User updated successfully.",
  "ResourceStatus": [
    {
      "Identifier": "33800",
      "ResourceType": "CM Agent",
      "Status": true,
      "Message": "Removed Agent 33800.",
      "Target": "CCCM1",
      "Details": null
    },
    {
      "Identifier": "33800",
      "ResourceType": "CMS Agent",
      "Status": true,
      "Message": "Removed CMS Agent 33800.",
      "Target": "CMS Server 1",
      "Details": null
    }
  ]
}
```

Note:

- A provisioning group is needed when we add resources to a user in case of a change of Bundle or if any resources are missing for a given bundle.
- By default, the provisioning group value is taken from the Admin Portal database for the given user.
- If that value is missing, we must provide it from the input parameter - 'ProvisioningGroup'.
- AXP parameters are used only if AXP is enabled on the deployment and bundle change is adding AXP resource.

Change report user group

- URL: ProvisioningWebService/sps/v2/user/ChangeReportUserGroup
- URL for V4: ProvisioningWebService/sps/v4/user:ChangeReportUserGroup
- Method: PATCH
- Input Parameters:

Field	Type	Required
RequestID	String	Yes
UserID	String	Yes
NewReportUserGroup	String	Yes

- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
<http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user:ChangeReportUserGroup>
- Sample Request:

```
{
  "RequestID": "SPS_13062022_UpdateReportGroup_01"
  "UserID": "JSmith",
  "NewReportUserGroup ": "5088"
}
```
- Sample Result:

```
{
  "Status": true,
  "UserID": "JSmith",
  "Message": "Updated Report User Group for User JSMith",
  "ResourceStatus": []
}
```

Rename Resources

- URL: ProvisioningWebService/sps/v2/user/RenameResources
- URL for V4: ProvisioningWebService/sps/v4/user:RenameResources

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- Method: PATCH
- Input Parameters:

Field	Type	Required
RequestID	String	Yes
UserID	String	Yes
NewFirstName	String	No
NewLastName	String	No
NewEmailAddress	String	No
NewUserId	String	No
NewSecondaryUserId	String	No

- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
 - <http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user:RenameResources>
- Sample Request:

```
{
  "RequestID": "RenameResource_11",
  "UserID": "JSmith_675",
  "NewFirstName": "John676",
  "NewLastName": "Smith676",
  "NewEmailAddress": "",
  "NewUserId": "JSmith_676",
  "NewSecondaryUserId": null
}
```

- Sample Request:

```
{
  "Status": true,
  "UserID": "JSmith_675",
  "Message": "User updated successfully.",
  "ResourceStatus": [
    {
      "Identifier": "jsmith_675@starfishlab.com",
      "ResourceType": "Presence Profile",
      "Status": true,
      "Message": "Deleted Presence Profile
jsmith_675@starfishlab.com",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "jsmith_675@starfishlab.com",
      "ResourceType": "Communication Address",
      "Status": true,
      "Message": "Deleted Communication Address
jsmith_675@starfishlab.com",
    }
  ]
}
```

```

        "Target": "SMGR8",
        "Details": null
    },
    {
        "Identifier": "jsmith_675@starfishlab.com",
        "ResourceType": "Communication Address",
        "Status": true,
        "Message": "Updated Communication Address
jsmith_675@starfishlab.com ",
        "Target": "SMGR8",
        "Details": null
    },
    {
        "Identifier": "jsmith_675@starfishlab.com",
        "ResourceType": "Presence Profile",
        "Status": true,
        "Message": "Updated Presence Profile
jsmith_675@starfishlab.com ",
        "Target": "SMGR8",
        "Details": null
    },
    {
        "Identifier": "jsmith_675@starfishlab.com",
        "ResourceType": "User Profile",
        "Status": true,
        "Message": "Updated User Profile
jsmith_675@starfishlab.com ",
        "Target": "SMGR8",
        "Details": null
    },
    {
        "Identifier": "33732",
        "ResourceType": "CM Station",
        "Status": true,
        "Message": "Updated station 33732.",
        "Target": "Starfish4",
        "Details": null
    },
    {
        "Identifier": "CN=JSmith_675,OU=Sagar,OU=Test
Users,DC=starfishlab,DC=com",
        "ResourceType": "Ldap Object",
        "Status": true,
        "Message": "Updated Directory entry, DN:
CN=JSmith_675,OU=Sagar,OU=Test Users,DC=starfishlab,DC=com",
        "Target": "AD AADS",
        "Details": null
    },
    {
        "Identifier": "CN=JSmith_675,OU=Sagar,OU=Test
Users,DC=starfishlab,DC=com",
        "ResourceType": "Ldap Object",

```

```

        "Status": true,
        "Message": "Updated CN for Directory entry:
CN=JSmith_675,OU=Sagar,OU=Test Users,DC=starfishlab,DC=com",
        "Target": "AD AADS",
        "Details": null
    }
]
}

```

Note:

- The null value for NewSecondaryUserId represents no change.
- The null or empty value for NewFirstName, NewLastName, NewEmailAddress, NewUserId, NewSecondaryUserId represents no change.

Reassign User

- URL for V4: ProvisioningWebService/sps/v4/user:ReassignUser
- Method: PATCH
- Input Parameters:

Field	Type	Required
RequestID	String	Yes
UserID	String	Yes
NewFirstName	String	Yes
NewLastName	String	Yes
NewEmailAddress	String	Yes
NewUserId	String	Yes
NewSecondaryUserId	String	No

- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
 - <http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user:ReassignUser>
- Sample Request:

```

{
    "RequestID": "ReassignUser_17",
    "UserId": "JSmith67",
    "NewFirstName": "John68",
    "NewLastName": "Smith68",
    "NewEmailAddress": "JSmith68@avayacloud.com",
    "NewUserId": "JSmith68",
    "NewSecondaryUserId": "JSmith68-1"
}

```

- Sample Response:

```
{
```



```

"Status": true,
"UserID": "JSmith67",
"Message": "User updated successfully.",
"ResourceStatus": [
  {
    "Identifier": "JSmith67@starfishlab.com",
    "ResourceType": "Communication Address",
    "Status": true,
    "Message": "Deleted Communication Address
JSmith67@starfishlab.com",
    "Target": "SMGR1",
    "Details": null
  },
  {
    "Identifier": "JSmith67@starfishlab.com",
    "ResourceType": "Communication Address",
    "Status": true,
    "Message": "Updated Communication Address
JSmith67@starfishlab.com ",
    "Target": "SMGR1",
    "Details": null
  },
  {
    "Identifier": "JSmith67@starfishlab.com",
    "ResourceType": "Presence Profile",
    "Status": true,
    "Message": "Deleted Presence Profile
JSmith67@starfishlab.com",
    "Target": "SMGR1",
    "Details": null
  },
  {
    "Identifier": "JSmith67@starfishlab.com",
    "ResourceType": "Communication Address",
    "Status": true,
    "Message": "Deleted Communication Address
JSmith67@starfishlab.com",
    "Target": "SMGR1",
    "Details": null
  },
  {
    "Identifier": "JSmith67@starfishlab.com",
    "ResourceType": "Communication Address",
    "Status": true,
    "Message": "Updated Communication Address
JSmith67@starfishlab.com ",
    "Target": "SMGR1",
    "Details": null
  },
  {
    "Identifier": "JSmith67@starfishlab.com",
    "ResourceType": "Presence Profile",

```

```

        "Status": true,
        "Message": "Updated Presence Profile
JSmith67@starfishlab.com ",
        "Target": "SMGR1",
        "Details": null
    },
    {
        "Identifier": "JSmith67@starfishlab.com",
        "ResourceType": "User Profile",
        "Status": true,
        "Message": "Updated User Profile
JSmith67@starfishlab.com ",
        "Target": "SMGR1",
        "Details": null
    },
    {
        "Identifier": "JSmith67@starfishlab.com",
        "ResourceType": "Communication Profile",
        "Status": true,
        "Message": "Deleted Communication Profile
JSmith67@starfishlab.com",
        "Target": "SMGR1",
        "Details": null
    },
    {
        "Identifier": "JSmith67@starfishlab.com",
        "ResourceType": "User Profile",
        "Status": true,
        "Message": "Updated User Profile
JSmith67@starfishlab.com ",
        "Target": "SMGR1",
        "Details": null
    },
    {
        "Identifier": "JSmith68@starfishlab.com",
        "ResourceType": "User Profile",
        "Status": true,
        "Message": "Updated User Profile
JSmith68@starfishlab.com ",
        "Target": "SMGR1",
        "Details": null
    },
    {
        "Identifier": "33388",
        "ResourceType": "CM Station",
        "Status": true,
        "Message": "Updated station 33388.",
        "Target": "CCCM1",
        "Details": null
    },
    {
        "Identifier": "33848",

```

```

    "ResourceType": "CM Agent",
    "Status": true,
    "Message": "Updated agent 33848.",
    "Target": "CCCM1",
    "Details": null
  },
  {
    "Identifier": "33848",
    "ResourceType": "CMS Agent",
    "Status": true,
    "Message": "Updated CMS Agent 33848.",
    "Target": "CMS",
    "Details": null
  },
  {
    "Identifier": "33848",
    "ResourceType": "Avaya IX Mailbox",
    "Status": true,
    "Message": "Removed Mailbox 33848",
    "Target": "IXMCS1",
    "Details": null
  },
  {
    "Identifier": "33848",
    "ResourceType": "Avaya IX Mailbox",
    "Status": true,
    "Message": "Added Mailbox 33848. Failed to update
Timezone for Mailbox 33848.Reason: Status: BadRequest, message: ,
.",
    "Target": "IXMCS1",
    "Details": null
  },
  {
    "Identifier": "33848",
    "ResourceType": "Avaya IX Mailbox",
    "Status": true,
    "Message": "Added Address 33388 of type
[ADDR_TYPE_INTEXTENSION] for Mailbox 33848",
    "Target": "IXMCS1",
    "Details": null
  },
  {
    "Identifier": "JSmith67",
    "ResourceType": "CMS Supervisor Account",
    "Status": true,
    "Message": "CMS Supervisor Account display name
updated successfully.",
    "Target": "CMS",
    "Details": null
  },
  {
    "Identifier": "JSmith67",

```

```

        "ResourceType": "CMS Supervisor Account",
        "Status": true,
        "Message": "CMS Supervisor Account login name updated
successfully.",
        "Target": "CMS",
        "Details": null
    },
    {
        "Identifier": "JSmith68",
        "ResourceType": "CMS Supervisor Account",
        "Status": true,
        "Message": "CMS Supervisor Account password updated
successfully.",
        "Target": "CMS",
        "Details": null
    },
    {
        "Identifier": "jsmith67@avayacloud.com",
        "ResourceType": "911inform User",
        "Status": true,
        "Message": "Removed 911inform User for
jsmith67@avayacloud.com.",
        "Target": "911inform",
        "Details": null
    },
    {
        "Identifier": "jsmith68@avayacloud.com",
        "ResourceType": "911inform User",
        "Status": true,
        "Message": "Added 911inform User for
jsmith68@avayacloud.com.",
        "Target": "911inform",
        "Details": null
    },
    {
        "Identifier": "jsmith68@avayacloud.com",
        "ResourceType": "911inform User",
        "Status": true,
        "Message": "Updated 911inform User for
jsmith68@avayacloud.com.",
        "Target": "911inform",
        "Details": null
    },
    {
        "Identifier": "jsmith68@avayatestcust.com",
        "ResourceType": "AXP User",
        "Status": true,
        "Message": "Updated AXP User JSmith68.",
        "Target": "AXP",
        "Details": null
    },
    {

```

```

        "Identifier": "CN=JSmith67,OU=Sagar,OU=Test
Users,DC=starfishlab,DC=com",
        "ResourceType": "Ldap Object",
        "Status": true,
        "Message": "Updated Directory entry, DN:
CN=JSmith67,OU=Sagar,OU=Test Users,DC=starfishlab,DC=com",
        "Target": "AD AADS",
        "Details": null
    },
    {
        "Identifier": "CN=JSmith67,OU=Sagar,OU=Test
Users,DC=starfishlab,DC=com",
        "ResourceType": "Ldap Object",
        "Status": true,
        "Message": "Updated CN for Directory entry:
CN=JSmith67,OU=Sagar,OU=Test Users,DC=starfishlab,DC=com",
        "Target": "AD AADS",
        "Details": null
    }
]
}

```

Get user list

- URL:
 - ProvisioningWebService/sps/v2/user?PageSize={PageSize}&StartIndex={Index##}&WithResources={Booleanvalue}&UserID={UserID#}&Email={Email}&FirstName={Firstname}&LastName={Last Name}&Extension={Extension#}
- URL for V4:
 - ProvisioningWebService/sps/v4/user?PageSize={PageSize}&StartIndex={Index##}&WithResources={Booleanvalue}&UserID={UserID#}&Email={Email}&FirstName={Firstname}&LastName={Last Name}&Extension={Extension#}
- Method: GET
- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
 - <http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user?PageSize=1&UserID=Jsmith&WithResources=true&FirstName=John1>
- Sample Result:


```

{
  "StartIndex": 1,
  "PageSize": 1,
  "TotalRecords": 1,
  "UserID": "Jsmith",
  "Status": true,
  "Message": "Users retrieved.",

```

```

"Result": [
  {
    "Identifier": "JSmith",
    "FirstName": "John1",
    "LastName": "Smith1",
    "Location": "",
    "Department": "",
    "Prov_Location": "Eastern US",
    "Prov_Department": "5089",
    "Resources": [
      {
        "Identifier": "33967",
        "ResourceType": "Station",
        "TargetSystemName": "CCCM1",
        "MiscInfo": "",
        "UserID": "JSmith"
      },
      {
        "Identifier": "JSmith@avayacloud.com",
        "ResourceType": "SM",
        "TargetSystemName": "SMGR8",
        "MiscInfo": "",
        "UserID": "JSmith"
      }
    ],
    "Email": "jsmith@avayacloud.com",
    "ID": 821,
    "Disabled": false,
    "ObjectGUID": null,
    "ReportUserGroup": "5089",
    "BundleName": "UC Core"
  }
]
}

```

Chapter 4: Resource management

The resource management APIs are used to operate on the below resources:

- Station (CM and/or SMGR)
- SMGR (System Manager)
- Voicemail
- CMS Supervisor

A list of attributes associated with each of these resources is listed at the end of the API description.

Provision resource

- URL: ProvisioningWebService/sps/resource
- URL for V4: ProvisioningWebService/sps/v4/resource
- Method: POST
- Input Parameters:

Field	Type	Required
RequestId	String	Yes
FirstName	String	Yes
LastName	String	Yes
DisplayName	String	No
UserID	String	Yes
EmailAddress	String	Yes
ProvisioningGroup	String	Yes
ResourceType	String	Yes
Template	String	No
ResourceIdentifier	String	No
OverrideResourceAttributes	Dictionary (String, String)	No
PhoneType	String	No
PhonePort	String	No
PublicResource	bool	No

- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
<http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource>
- Sample Request:

```
{
  "RequestId": "SPS_13062022_ProvRes_01"
  "FirstName": "John",
  "LastName": "Smith",
  "UserID": "JSmith",
  "EmailAddress": "jsmith@avayacloud.com",
```

```

"ProvisioningGroup": " Eastern US - 5089,",
"ResourceType": "station",
"Template": "Arizona 9620 SIP",
"ResourceIdentifier": "",
"OverrideResourceAttributes":
{
  "displayNameAscii":"John Smith",
  "commPassword":"1234",
    "CMEndPoint.cmTemplateName":"commonStation Template",
  "CMEndPoint.voicemailNumber": "998910",
  "CMEndPoint.preferredHandle":" 223078",
  "CMEndPoint.securityCode":"1234",
  "CMEndPoint.deleteOnUnassign":"true",
  "CMEndPoint.overrideEndpointName":"false",
  "CMEndPoint.enhCallrInfodisplay":"",
  "SessionManager.primarySM": "SMGR",
  "SessionManager.secondarySM":"SM",
  "SessionManager.terminationAppSequence":"CM4"
  "SessionManager.originationAppSequence":"CM4"
  "SessionManager.homeLocation": "Test Location",
  "SessionManager.blockNewRegistrationWhenMaxActive":"true",
  "SessionManager.enabledisablecalllog":"",
  "SessionManager.conferencefactoryset":"",
  "SessionManager.survivabilityserver":"",
  "Presence.system":"","
  "Presence.imGatewaySipEntity":"","
  "Presence.publishViaAESCollector ":""
},
}

```

➤ **Sample Result:**

```

{
  "Status": true,
  "Message": "Resource Provisioned successfully.",
  "UserID": "JSmith",
  "ResourceStatus": [
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "User Profile",
      "Status": true,
      "Message": "Added User Profile JSmith@avayacloud.com",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "Communication Profile Password",
      "Status": true,
      "Message": "Updated Communication Profile Password JSmith@avayacloud.com",
      "Target": "SMGR8",
      "Details": null
    }
  ]
}

```

Avaya Admin Portal Web Service API


```

    },
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "Communication SIP Profile",
      "Status": true,
      "Message": "Updated Communication SIP Profile JSmith
        @avayacloud.com ",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "Communication Address",
      "Status": true,
      "Message": "Updated Communication Address JSmith@ava
        yacloud.com ",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "33951",
      "ResourceType": "CM Station",
      "Status": true,
      "Message": "Updated station 33951.",
      "Target": "CCCM1",
      "Details": null
    }
  ]
}

```

Note:

- We cannot add agents using Add resource API.
- A provisioning group is required to add resources.
- If you are adding a resource for a user, which is already present in the Admin Portal database, then the provisioning group value is taken from the database. If the input ProvisioningGroup value is different, then you will get an error message.
- If a user does not have any provisioning group associated with it, then a resource will be added based on the input ProvisioningGroup.

De-provision resource

- URL:
ProvisioningWebService/sps/resource/{ResourceType}/{ResourceIdentifier}?RequestId={Request#}&serverName={server}
- URL for V4:
ProvisioningWebService/sps/v4/resource/{ResourceType}/{ResourceIdentifier}?RequestId={Request#}&serverName={server}
- Method: DELETE
- Success Response: 200/Ok
- Error Response:

- 400 Bad Request
- 404 Not Found
- 500 Internal Server Error

➤ Sample Request:

http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/station/33951/?RequestId=SPS_13062022_DeProvRes_01

➤ Sample Result:

```
{
  "Status": true,
  "Message": "Resource DeProvisioned successfully.",
  "ResourceType": "station",
  "ResourceIdentifier": "33951",
  "ResourceStatus": [
    {
      "Identifier": "JSmith@avayacloud.com",
      "ResourceType": "User Profile",
      "Status": true,
      "Message": "Deleted User Profile
        JSmith@avayacloud.com",
      "Target": "SMGR8",
      "Details": null
    }
  ]
}
```

Modify resource

- URL: ProvisioningWebService/sps/resource
- URL for V4: ProvisioningWebService/sps/v4/resource
- Method: PATCH
- Input Parameters:

Field	Type	Required
RequestId	String	Yes
ResourceType	String	Yes
ResourceIdentifier	String	Yes
OverrideResourceAttributes	Dictionary (String, String)	Yes
ServerName	String	No
Template	String	No
PhonePort	String	No

- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:

<http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource>
- Sample Request:


```
{
```

```

"RequestId": "SPS_13062022_ResModify_01",
"ResourceType": "station",
"ResourceIdentifier": "33899",
"OverrideResourceAttributes":
{
  "COR": "100",
  "COS": "100",
  "DisplayName": "John Smiths"
}
}

```

➤ **Sample Result:**

```

{
  "Status": true,
  "ResourceType": "station",
  "ResourceIdentifier" : "33899"
  "Message": "Resource updated successfully",
  "ResourceStatus": [
    {
      "Identifier": "33899",
      "ResourceType": "Station",
      "Status": true,
      "Message": "Updated Station 223078",
      "Target": "CCCM1"
    }
  ]
}

```

Note:

If you change the Agent or Communication Profile Password, Web Service synchronizes it with the Avaya Experience Platform™ user.

Manage station bundle

- URL: ProvisioningWebService/sps/resource/ManageBundle
- URL for V4: ProvisioningWebService/sps/v4/resource:ManageBundle
- Method: PATCH
- Input Parameters:

Field	Type	Required
RequestID	String	Yes
ServerName	String	No
ResourceIdentifier	String	Yes
NewBundleName	String	Yes
Template	String	No

- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found

500 Internal Server Error

➤ Sample Request:

<http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource:ManageBundle>

➤ Sample Request:

```
{
  "RequestID": "res_resource_bundle_u_017",
  "ServerName": "CCCM1",
  "ResourceIdentifier": "015033",
  "NewBundleName": "UC Core",
  "Template": "SM Default Template"
}
```

➤ Sample Result:

```
{
  "Status": true,
  "Message": "Updated Bundle for 015033",
  "ResourceType": "Station",
  "ResourceIdentifier": "015033",
  "ResourceStatus": [
    {
      "Identifier": "015033@avayacloud.com",
      "ResourceType": "Communication Address",
      "Status": true,
      "Message": "Updated Communication Address 015033@smgr
domain.com ",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "015033@avayacloud.com",
      "ResourceType": "Presence Profile",
      "Status": true,
      "Message": "Updated Presence Profile 015033@starfishl
ab.com ",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "015033@avayacloud.com",
      "ResourceType": "Session Manager Profile",
      "Status": true,
      "Message": "Updated Session Manager Profile 015033@st
arfishlab.com ",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "015033",
      "ResourceType": "CM Station",
      "Status": true,
      "Message": "Updated station 015033.",
      "Target": "CCCM1",
    }
  ]
}
```

```

        "Details": null
    }
]
}

```

Note: Template is mandatory if the new bundle is UC Core or UC Power.

Change station report user group

- URL: ProvisioningWebService/sps/Resource/ChangeReportUserGroup
- URL for V4: ProvisioningWebService/sps/v4/Resource:ChangeReportUserGroup
- Method: PATCH
- Input Parameters:

Field	Type	Required
RequestID	String	Yes
ServerName	String	No
ResourceIdentifier	String	Yes
NewReportUserGroup	String	Yes

- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
 - <http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/Resource:ChangeReportUserGroup>
- Sample Request:


```

{
  "RequestID": "res_resource_u_007",
  "ServerName": "CCCM1",
  "ResourceIdentifier": "015033",
  "NewReportUserGroup": "Sales"
}

```
- Sample Result:


```

{
  "Status": true,
  "Message": "Updated Report User Group for 015033",
  "ResourceType": "Station",
  "ResourceIdentifier": "015033",
  "ResourceStatus": []
}

```

Get resource

- URL:
ProvisioningWebService/sps/resource/{ResourceType}/{ResourceIdentifier}?serverName=server
- URL for V4:
ProvisioningWebService/sps/v4/resource/{ResourceType}/{ResourceIdentifier}?serverName=server
- Method: GET
- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
<http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/station/33899/>
- Sample Result:

```
{
  "Status": true,
  "ResourceType": "station",
  "ResourceIdentifier" : "33899"
  "Message": "Resource retrieved. ",
  "ResourceStatus": [
    {
      "Identifier": "33899",
      "ResourceType": "Station",
      "Status": true,
      "Message": "Station: 223078 retrieved.",
      "Target": "CCCM1",
      "Details" : {
        "Name" : "John Smith",
        "DisplaySettype" : "9640SIP",
        "COR" : "100",
        "COS" : "100",
        "CoveragePath" : "99",
        "Button1.Type" : "call-appr",
        "Button2.Type" : "call-appr",
        "Button3.Type" : "call-appr"
      }
    }
  ]
}
```

Get resource list

- URL:
ProvisioningWebService/sps/resource?PageSize={PageSize}&StartIndex={StartIndex#}&Identifier={Identifier}&ResourceType={Type}&ServerName={server}

- URL for V4:
ProvisioningWebService/sps/v4/resource?PageSize={PageSize}&StartIndex={StartIndex #}&Identifier={Identifier}&ResourceType={Type}&ServerName={server}
- Method: GET
- Success Response: 200/OK
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 500 Internal Server Error
- Sample Request:
<http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource?PageSize=1&Identifier=2125&ResourceType=station>
- Sample Result:

```
{
  "StartIndex": 1,
  "PageSize": 1,
  "TotalRecords": 1,
  "Identifier": "2125",
  "ResourceType": "station",
  "ServerName": null,
  "Status": true,
  "Message": "Resources retrieved.",
  "Result": [
    {
      "Identifier": "2125",
      "Name": "Test, value",
      "ServerName": "CCCM1"
    }
  ]
}
```

Chapter 5: Voicemail management special APIs

The voicemail mail management APIs are used to operate on the below resources:

- Addresses Management
- Messages options (Message forward address) Management

Add voicemail address

- URL: ProvisioningWebService/sps/resource/voicemail/address
- URL for V4: ProvisioningWebService/sps/v4/resource/voicemail/address
- Method: POST
- Input Parameters

Field	Type	Required
RequestId	String	Yes
MailboxNumber	String	Yes
AddressType	String	Yes
Address	String	Yes
Label	String	No
ServerName	String	No

- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 500 Internal Server Error
- Sample Request:
<http://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/address>
- Sample Request:

```
{
  "RequestId": "SPS_13062022_AddVMAddrRes_01"
  "MailboxNumber": "33989",
  "AddressType": "Email",
  "Address": "Flintoff@xyz.com",
  "Label": "Flintoff",
  "ServerName": "IXM"
}
```

- Sample Result:

```
{
  "Status": true,
  "Message": "Mailbox address added successfully.",
  "ResourceType": "Avaya IX Mailbox",
  "ResourceIdentifier": "33989"
  "ResourceStatus": [
    {
      "Identifier": "33989",
      "ResourceType": "Avaya IX Mailbox",
      "Status": true,

```



```

    "Message": "Added Address Flintoff@xyz.com of type
    [ADDR_TYPE_EMAIL] for Mailbox 33989",
    "Target": "IXM",
    "Details": null
  }
]
}

```

Note:

The following is the list of parameters and allowed values for Add API.

Parameter	Allowed Values
AddressType	Email
	Reply-To
	Internal Extension
	VPIM

Get voicemail address

- URL:
 - ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/address?address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}
- URL for V4:
 - ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/address?address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}
- Method: GET
- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 404 Not Found
- Sample Request:
 - <http://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/address?address=Flintoff@xyz.com&addressType=Email&serverName=IXM>
- Sample Result:


```

{
  "Status": true,
  "Message": "Resource retrieved successfully.",
  "ResourceType": "Mailbox Address",
  "ResourceIdentifier": "33989",
  "Target": "IXM",
  "ResourceResultList": [
    {
      "Type": "ADDR_TYPE_EMAIL",
      "Value": "Flintoff@xyz.com"
    }
  ]
}

```

Note: Here the query parameters address, addressType, and serverName are not mandatory.

Delete voicemail address

- URL:
ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/address?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}
- URL for V4:
ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/address?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}
- Method: DELETE
- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 500 Internal Server Error
- Sample Request:
https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/address?requestID=SPS_13062022_DeIVMAddrRes_01&address=Flintoff@xyz.com&addressType=Email&serverName=IXM
- Sample Result:

```
{
  "Status": true,
  "Message": "Mailbox address deleted successfully.",
  "ResourceType": "Mailbox Address",
  "ResourceIdentifier": "33989"
  "ResourceStatus": [
    {
      "Identifier": "33989",
      "ResourceType": "Avaya IX Mailbox",
      "Status": true,
      "Message": " Removed Address: Flintoff@xys.com of
        type: ADDR_TYPE_EMAIL.",
      "Target": "IXM",
      "Details": null
    }
  ]
}
```

Note: Here the query parameters requestId, address, and addressType are mandatory.

Get message option

- URL:
ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/messageForwardAddress?address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}
- URL for V4:
ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/messageForwardA

address?address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- Method: GET
- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 404 Not Found
- Sample Request:
<https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/messageForwardAddress?address=Flintoff@xyz.com&addressType=Email&serverName=IXM>
- Sample Result:

```
{
  "Status": true,
  "Message": "Resource retrieved successfully.",
  "ResourceType": "Mailbox message forward address",
  "ResourceIdentifier": "33989",
  "Target": "IXM",
  "ResourceResultList": [
    {
      "Type": "ADDR_TYPE_EMAIL",
      "Value": "Flintoff@xyz.com"
    }
  ]
}
```

Note: Here the query parameters address, addressType, and serverName are not mandatory.

Delete voicemail message forward address

- URL:
ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/messageForwardAddress?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}
- URL for V4:
ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/messageForwardAddress?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}
- Method: DELETE
- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 500 Internal Server Error
- Sample Request:
https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/messageForwardAddress?requestID=SPS_13062022_DeIVMAddrRes_01&address=Flintoff@xyz.com&addressType=Email&serverName=IXM
- Sample Result:

```

{
  "Status": true,
  "Message": "Mailbox message forward address deleted
  successfully.",
  "ResourceType": "Mailbox message forward address",
  "ResourceIdentifier":"33989"
  "ResourceStatus": [
    {
      "Identifier": "33989",
      "ResourceType": "Avaya IX Mailbox",
      "Status": true,
      "Message": "Removed message forward address.",
      "Target": "IXM",
      "Details": null
    }
  ]
}

```

Note: Here the query parameters requestId, address, and addressType are mandatory.

Add message option

- URL: ProvisioningWebService/sps/resource/voicemail/messageForwardAddress
- URL for V4: ProvisioningWebService/sps/v4/resource/voicemail/messageForwardAddress
- Method: POST
- Input Parameters:

Field	Type	Required
RequestId	String	Yes
MailboxNumber	String	Yes
AddressType	String	Yes
Address	String	Yes
ForwardType	String	No
VoiceFormat	String	No
FaxFormat	String	No
MessageType	String	No
Attachment	Boolean	No
Disabled	Boolean	No
Locked	Boolean	No
ActionSchema	Boolean	No
ServerName	String	No

- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 500 Internal Server Error
- Sample Request:
 - <https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/messageForwardAddress>

➤ **Sample Request:**

```
{
  "RequestId": "SPS_13062022_AddVMAddrRes_01"
  "MailboxNumber": "33989",
  "ServerName": "IXM",
  "AddressType": "ADDR_TYPE_EMAIL",
  "Address": "Flintoff@xyz.com",
  "ForwardType": "FORWARD",
  "VoiceFormat": "MP3",
  "FaxFormat": "Tiff",
  "MessageType": "email",
  "Attachment": true,
  "Disabled": false,
  "Locked": false,
  "ActionSchema": false
}
```

➤ **Sample Result:**

```
{
  "Status": true,
  "Message": "Mailbox message forward address added
successfully.",
  "ResourceType": "Avaya IX Mailbox",
  "ResourceIdentifier": "33989"
  "ResourceStatus": [
    {
      "Identifier": "33989",
      "ResourceType": "Avaya IX Mailbox",
      "Status": true,
      "Message": "Added Message Forward Address
Flintoff@xyz.com of type [ADDR_TYPE_EMAIL] for
Mailbox 33989",
      "Target": "IXM",
      "Details": null
    }
  ]
}
```

Note: The following is the list of parameters and allowed values for Add API.

Parameter	Allowed Values	User Label
AddressType	Email	Email
ForwardType	FORWARD	Forward
	RELAY	Relay
VoiceFormat	WAVEPCM8	WAV PCM 8bit 8kHz
	WAVEMSGSM6108	WAV MS GSM 6.10
	WAVEIMAADPCM	WAV MS IMA ADPCM
	ADPCM32	Dialogic ADPCM OKI 32 (4bit)
	WAVEULAW8	WAV MuLAW 8kHz (G711)
	WAVEALAW8	WAV ALAW 8kHz (G711)
	WAVEADPCM32	WAV MS ADPCM
	ULAWPCM32RHT	Rhetorex ADPCM 32 (4bit)

	WAVELINEARPCM11	WAV PCM 16bit 11kHz
	WAVEMONO16	WAV PCM 16bit 8kHz
	G7264	G.726 ADPCM 4 bit (VPIM 2.0)
	MP3	MPEG-1 Audio Layer 3 (MP3)
FaxFormat	tiff	TIFF
	pdf	PDF
MessageType	email	Email
	fax	Fax
	voice	Voice
	missed call	Missed Call

Updating voicemail web access password

To update the voicemail web access password, use [Modify resource](#) API and pass the following in the Override resource attribute list.

```
{
  "RequestID": "res_u_mbx_0028",
  "ResourceType": "voicemail",
  "ResourceIdentifier": "33380",
  "ServerName": "IXM",
  "OverrideResourceAttributes": {
    "MailPassword": "awy258"
  }
}
```

Updating voicemail Lock status

To unlock the voicemail lock status, use [Modify resource](#) API and pass the following in the Override resource attribute list.

```
{
  "RequestID": "res_u_mbx_0026",
  "ResourceType": "voicemail",
  "ResourceIdentifier": "33380",
  "ServerName": "IXM",
  "OverrideResourceAttributes": {
    "MbxLocked": "false"
  }
}
```

Chapter 6: SMGR multiple profiles special APIs

SMGR Set a different profile as Default

- URL: /ProvisioningWebService/sps/resource/smgr/profileset/setdefault
- URL for V4: /ProvisioningWebService/sps/v4/resource/smgr/profileset:setdefault
- Method: PATCH
- Input Parameters:

Field	Type	Required
RequestId	String	Yes
ResourceIdentifier	String	Yes
Extension	String	Yes
ServerName	String	Yes

- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 500 Internal Server Error
- Sample Request:
<https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/smgr/profileset:setdefault>

- Sample Request:

```
{
  "RequestID": "SetPrimary_13",
  "ResourceIdentifier": "userid",
  "Extension": "0150651",
  "ServerName": "SMGR8"
}
```

- Sample Result:

```
{
  "Status": true,
  "Message": "Resource updated successfully.",
  "ResourceType": "SMGR",
  "ResourceIdentifier": "sagarn",
  "ResourceStatus": [
    {
      "Identifier": "sagarn@starfishlab.com",
      "ResourceType": "SMGR",
      "Status": true,
      "Message": "Updated SMGR Profile Set
commProfileSetName00 for sagarn@starfishlab.com",
```

```
        "Target": "SMGR8",  
        "Details": null  
    }  
]  
}
```

Note: If you change the default extension, Web Service synchronizes it with the Avaya Experience Platform™ user and reset default password for phone/softphone.

Chapter 7: Miscellaneous information

Attributes List: List of Override parameters for all resources

- Station
 - AbbrEntry1.number
 - AbbrEntry1.type
 - AbbrEntry2.number
 - AbbrEntry2.type
 - AbbrEntry3.number
 - AbbrEntry3.type
 - Abbreviateddialcode
 - Abbreviateddiallist
 - Accesscode
 - Activestationringing
 - Adjunctsup
 - Asdenabled
 - Attendantcallwait
 - Audiblealert
 - Audiblemessagewaiting
 - Audiblemessagewaitingoption
 - Audixname
 - Autoanswer
 - Autoselectidleappearance
 - Boardtype
 - Bridgecallalerting
 - Building
 - Phone Button1-Button24 and related data items
Example: Button1.data7 Button1.type
 - Module 1,2,3 - Button1-Button24 and related data items
Example: ButtonModule1.Button1.data7, ButtonModule1.Button1.type
 - Cable
 - Calleridmsgwaitindication
 - Callwait
 - Cdrprivacy
 - Cmaset
 - Cor
 - Cordlength
 - Cos
 - Countryprotocol
 - Coverage2path
 - Coverageafterforward
 - Coveragemessageretrieval

- Coveragemodule
- Coveragepath
- CoveragePathIntercept
- CoveragePathVM
- Cpnrestriction
- Crvlength
- CustomLabel
- Datamodule
- Datarestriction
- Directipaudioconn
- Displaycallerid
- Displaycartridge
- Displaylength
- Displaymodule
- Displaysettype
- EC500State
- EmergencyLocationExtension
- EMULoginAllowed
- Endpoint
- Endpointid
- Eventminimization
- Exchangeid
- Expansionmodule
- Extension
- Externalalertport
- Featuremodule
- Fixerterminalendpointid
- Flashanswerhold
- Floor
- H320conv
- Headset
- Home
- Hunttoextension
- Idleacteverringing
- Idleappearancepreference
- Ignorerotarydigits
- Ipaudiohairpin
- Ipei
- IpEmergencyCalls
- Ipsoftphone
- Jack
- Langate
- Language
- Location
- Lossgroup
- Lwcactivation
- Lwclogexterncall
- Lwcreception
- Maptoext
- Masinode
- Messagelock

- Messageservername
- Messagewaitindication
- Messagewaitindicatorstype
- Messagewaitlamplextension
- Miminit
- Mimmaintenacemanagement
- Mimserviceproviderid
- Mimsupport
- Mobilitytrunkgroup
- Mounting
- Multimedidataextension
- Multimediaearlyanswer
- Multimediemode
- Multimediaremdataextension
- Mutebutton
- Name
- Offpremisestation
- Onestepclearing
- Partialbri
- Passagewayflag
- Perbuttonnringcontrol
- Personalizedringpattern
- Port
- Primeappearpreference
- Protocolversion
- Rbalancenetwork
- Recallrotarydigit
- Redirectdisplay
- Redirectnotification
- Remoteoffice
- Restrictlastappearance
- Room
- Securitycode
- Selectlastappearance
- Servicelinkmode
- Setcolor
- Settype
- Speaker
- Speakerphone
- Specialcharrestrictednumber
- Switchhookflash
- Tenantpartitionnumber
- Terminalendpointid
- VDNNativeName1
- VDNNativeName2
- VDNNativeName3
- VDNNativeName4
- VDNNativeName5
- VDNNativeNameScripts
- VoiceMailButton.data1
- VoiceMailButton.data2

- VoiceMailButton.data3
 - VoiceMailButton.data4
 - VoiceMailButton.data5
 - VoiceMailButton.data6
 - VoiceMailButton.data7
 - VoiceMailButton.type
 - XMOBILEcallsallowed
 - XMOBILEcellphonenumber
 - XMOBILEconfigurationset
 - XMOBILEdialprefix
 - XMOBILEmappingmode
 - XMOBILEmessagewaitingtype
 - XMOBILEtype
- Agent
 - AgentACWAgentConsdrrIdle
 - AgentAUDIX
 - AgentAuxWorkReasonCdType
 - AgentID
 - AgentLocCallPref
 - AgentLogoutReasonCdType
 - AgentLWLogExtCalls
 - AgentMaxTimeAgtACDBeflgt
 - AgentMIAAcrossSkills
 - AgentPassword
 - AgentPasswordConfirm
 - AgentPortExtension
 - AgentReserveLevelxx (xx = 1 through 120)
 - AgentServiceObjective
 - AgentSkillLevelxx (xx = 1 through 120)
 - AgentSkillNumberxx (xx = 1 through 120)
 - Audixname
 - Autoanswer
 - Autoavailable
 - CallHandlingPreference
 - Cor
 - Coveragepath
 - DirectAgentCallsFirst
 - DirectAgentSkill
 - dupagentpassword
 - dupagentpasswordconfirm
 - dupidentifier
 - dupname
 - dupsecuritycode
 - ISDNLogin
 - Lwcreception
 - Messageservername
 - Name
 - Securitycode
 - Tenantpartitionnumber

- VDNNativeName1
 - VDNNativeName2
 - VDNNativeName3
 - VDNNativeName4
 - VDNNativeName5
 - VDNNativeNameScripts
- Supervisor
 - Account Type
 - Default Printer Name
 - Feature_AdminRead
 - Feature_AdminWrite
 - Feature_CCAdminRead
 - Feature_CCAdminWrite
 - Feature_CReportRead
 - Feature_CReportWrite
 - Feature_DictionaryRead
 - Feature_DictionaryWrite
 - Feature_ForecastRead
 - Feature_ForecastWrite
 - Feature_MailRead
 - Feature_MailWrite
 - Feature_MaintenanceRead
 - Feature_MaintenanceWrite
 - Feature_PermissionsRead
 - Feature_PermissionsWrite
 - Feature_ReportRead
 - Feature_ReportWrite
 - Feature_SetupRead
 - Feature_SetupWrite
 - Feature_TenantRead
 - Feature_TenantWrite
 - Feature_TTableRead
 - Feature_TTableWrite
 - Feature_UnixWrite
 - Feature_XCptRead
 - Feature_XCptWrite
 - MaxUser Window Count
 - MinRefresh Rate
 - Skill1
 - Skill2
 - Skill10
 - Vdn1
 - Vdn2
 - Vdn10
 - Vector1
 - Vector2
 - Vector10
 - SIP Station (Provisioning Through SMGR template)

UserProfile

- surname
- givenName
- displayNameAscii

CommunicationProfilePassword

- commPassword

SessionManager

- SessionManager.primarySM
- SessionManager.secondarySM
- SessionManager.terminationAppSequence
- SessionManager.originationAppSequence
- SessionManager.homeLocation
- SessionManager.blockNewRegistrationWhenMaxActive
- SessionManager.enabledisablecalllog
- SessionManager.conferencefactoryset
- SessionManager.survivabilityserver

CMEndPoint

- CMEndPoint.cmTemplateName
- CMEndPoint.voicemailNumber
- CMEndPoint.preferredHandle
- CMEndPoint.securityCode
- CMEndPoint.deleteOnUnassign
- CMEndPoint.overrideEndpointName
- CMEndPoint.enhCallrInfodisplay

Phone Buttons and related data items for button number 5

- CMEndPoint.buttons5.buttonlabel
- CMEndPoint.buttons5.isfavorite
- CMEndPoint.buttons5.type
- CMEndPoint.buttons5.data5

Phone Feature Buttons and related data items for button number 5

- CMEndPoint.featurebuttons5.buttonlabel
- CMEndPoint.featurebuttons5.isfavorite
- CMEndPoint.featurebuttons5.type
- CMEndPoint.featurebuttons5.data5

Phone Expansion Module Buttons and related data items for button number 5

- CMEndPoint.expansionmodulebuttons5.buttonlabel
- CMEndPoint.expansionmodulebuttons5.isfavorite
- CMEndPoint.expansionmodulebuttons5.type
- CMEndPoint.expansionmodulebuttons5.data5

PresenceProfile

- Presence.system
- Presence.imGatewaySipEntity
- Presence.publishViaAESCollector

- Voicemail

- Company Name
- MailPassword
- NumericPassword
- Department Name
- Feature Group Name
- Mailbox Capability
- Storage Mode
- Use Feature Group Settings for IMAP
- MbxLocked
- TimeZoned

Updating the phone buttons using template keys

Avaya phones can have 24 buttons and each button can have up to 7 data items.

1	2	3	4	5
STATION				
SITE DATA				
Room:	<input type="text"/>	Headset?	<input type="text" value="n"/>	
Jack:	<input type="text"/>	Speaker?	<input type="text" value="n"/>	
Cable:	<input type="text"/>	Mounting:	<input type="text" value="d"/>	
Floor:	<input type="text"/>	Cord Length:	<input type="text" value="0"/>	
Building:	<input type="text"/>	Set Color:	<input type="text"/>	
ABBREVIATED DIALING				
List1:	<input type="text"/>	List2:	<input type="text"/>	List3: <input type="text"/>
BUTTON ASSIGNMENTS				
1:call-appr	<input type="text"/>	4:autodial	<input type="text"/>	
2:call-disp	<input type="text"/>	5:call-fwd	Ext: <input type="text"/>	
3:call-fwd	Ext: <input type="text" value="1001"/>	6:ec500	Timer? <input type="text" value="n"/>	
voice-mail	<input type="text"/>			

Let us consider how to configure Button #3 from the above image.

```
{
  "Button3.type" = "call-fwd"
  "Button3.data1": "1001"
}
```

Here every button has type and data associated with it. Here 'type' represents the type of button and data represents a value of a particular button. Similarly, if we want to update Button 1 then we can pass the below parameters in Override Parameters of Webservice

```
{
  "Button1.type": "call-appr",
}
```

As Button1 does not have any data. So, we have skipped that entry.

Refer to the below table for different buttons and their type:

S.No.	Button Name/Type	Button Data Index	Button values	Web Service Field
1	autodial	5	Number	"Button2.type": "autodial", "Button2.data5": "12"
2	aux-work	1	Reason cod - Number	"Button2.type": "aux-work", "Button2.data1": "1", "Button2.data2": "2"
		2	Hunt group - Number	
3	call-disp			"Button2.type": " call-disp ",
4	call-fwd	1	Extension	"Button1.type": "call-fwd", "Button1.data1": "1018",
5	after-call	1	Hunt group - Number	"Button3.type": "after-call", "Button3.data1": "2",
6	auto-in	1	Hunt group - Number	"Button4.type": "auto-in", "Button4.data1": ""
7	call-pkup			"Button5.type": "call-pkup"
8	date-time			"Button6.type": "date-time"
9	Directory			"Button9.type": "directory",
10	Drop			"Button3.type": "drop"
11	Next			"Button7.type": "next"
12	q-calls		Hunt group - Number	"Button8.type": "q-calls", "Button8.data1": "1"
13	Release			"Button10.type": "release"
14	send-calls	1	Extension	"Button11.type": "send-calls", "Button11.data1": "2000"
15	Timer			"Button11.type": "timer"
16	trk-id			"Button12.type": "trk-id"
17	uui-info			"Button2.type": "uui-info"
18	call-appr			"Button14.type": "call-appr"
19	abrv-dial	1	Enter List – number	"AbbrEntry1.type": "group", "AbbrEntry1.number": "1" "Button1.type": "abrv-dial", "Button1.data1": "1", "Button1.data2": "12", "Button1.data4": "y"
		2	Enter dial code	
		3	HL – n/y	
20	vu-display	1	Enter format - Number	"Button15.type": "vu-display", "Button15.data1": "1", "Button15.data2": "1000"
		2	Enter split or runk group or VDN	
21	manual-in	1	Hunt group - Number	"Button16.type": "manual-in", "Button16.data1": "20"
22	brdg-appr	1	Enter number	"Button17.type": "brdg-appr", "Button17.data1": "1", "Button17.data2": "2000",
		2	Extension	

S.No.	Button Name/Type	Button Data Index	Button values	Web Service Field
23	Priority			"Button18.type": "priority"
24	mct-act			"Button19.type": "mct-act"
25	cpn-blk			"Button20.type": "cpn-blk"
26	auto-cback			"Button21.type": "auto-cback"
27	auto-icom	1	Enter intercom group	"Button22.type": "auto-icom",
		2	Enter dial code	"Button22.data1": "1", "Button22.data2": "1",
28	busy-ind	1	Extension	"Button23.type": "busy-ind", "Button23.data1": "2000"
29	call-park			"Button24.type": "call-park"
30	Team	2	Enter extension	"Button13.type": "team",
		3	Enter field – a/d/i/n/r	"Button13.data2": "2000", "Button13.data3": "d"
31	whisp-act			"Button1.type": "whisp-act"
32	audix-rec	1	Enter Audix hunt group extension number	"Button3.type": "audix-rec", "Button3.data1": "2242"
33	aut-msg-wt	1	Extension	"Button2.type": "aut-msg-wt", "Button2.data1": "2000"
34	call-unpk			"Button2.type": "call-unpk"
35	cfwd-bsyda	1	Extension	"Button3.type": "cfwd-bsyda", "Button3.data1": "2000"
36	cfwd-enh	1	Extension	"Button4.type": "cfwd-enh", "Button4.data1": "2000"
37	cpn-unblk			"Button5.type": "cpn-unblk"
38	dial-icom	1	Enter Intercom group	"Button6.type": "dial-icom", "Button6.data1": "2"
39	dir-pkup			"Button7.type": "dir-pkup"
40	ec500	6	Timer – n/y	"Button8.type": "ec500", "Button8.data6": "n"
41	Exclusion			"Button9.type": "exclusion"
42	ext-pkup			"Button1.type": "ext-pkup"
43	extnd-call			"Button10.type": "extnd-call"
44	abrdg-appr	2	Extension	"Button4.type": "abrdg-appr", "Button4.data2": "1036"
45	busy-ind	1	Extension	"Button11.type": "busy-ind", "Button11.data1": "1018"

Note: You can do a GET operation on the required extension. You will see the entire data in Key/Value pairs along with Button details. To update a particular button, you can copy and pass the Key/Value pairs in the Override Parameters of Web Service.