



Avaya Enterprise Cloud™ Admin Portal Web Service API

V4.0.0.0
Issue 1
March 2024

AVAYA SOFTWARE DEVELOPMENT KIT LICENSE AGREEMENT

REVISED: January 14, 2022

READ THIS CAREFULLY BEFORE ELECTRONICALLY ACCESSING OR USING THIS PROPRIETARY PRODUCT!

THIS IS A LEGAL AGREEMENT ("AGREEMENT") BETWEEN YOU, INDIVIDUALLY, AND/OR THE LEGAL ENTITY FOR WHOM YOU ARE OPENING, INSTALLING, DOWNLOADING, COPYING OR OTHERWISE USING THE AVAYA SOFTWARE DEVELOPMENT KIT ("SDK") (COLLECTIVELY, AS REFERENCED HEREIN, "YOU", "YOUR", OR "LICENSEE") AND AVAYA LLC. OR ANY AVAYA AFFILIATE (COLLECTIVELY, "AVAYA"). IF YOU ARE ACCEPTING THE TERMS AND CONDITIONS OF THIS AGREEMENT ON BEHALF OF A LEGAL ENTITY, YOU REPRESENT AND WARRANT THAT YOU HAVE FULL LEGAL AUTHORITY TO ACCEPT ON BEHALF OF AND BIND SUCH LEGAL ENTITY TO THIS AGREEMENT. BY OPENING THE MEDIA CONTAINER, BY INSTALLING, DOWNLOADING, COPYING OR OTHERWISE USING THE AVAYA SOFTWARE DEVELOPMENT KIT ("SDK") OR AUTHORIZING OTHERS TO DO SO, YOU SIGNIFY THAT YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT HAVE SUCH AUTHORITY OR DO NOT WISH TO BE BOUND BY THE TERMS OF THIS AGREEMENT, SELECT THE "DECLINE" BUTTON AT THE END OF THE TERMS OF THIS AGREEMENT OR THE EQUIVALENT OPTION AND YOU SHALL HAVE NO RIGHT TO USE THE SDK.

1.0 DEFINITIONS.

1.1 "Affiliates" means any entity that is directly or indirectly controlling, controlled by, or under common control with Avaya LLC. For purposes of this definition, "control" means the power to direct the management and policies of such party, directly or indirectly, whether through ownership of voting securities, by contract or otherwise; and the terms "controlling" and "controlled" have meanings correlative to the foregoing.

1.2 "Avaya Software Development Kit" or "SDK" means Avaya technology, which may include Software, Client Libraries, Specification Documents, Software libraries, application programming interfaces ("API"), Software tools, Sample Application Code and Documentation.

1.3 "Client Libraries" mean any enabler code specifically designated as such and included in a SDK. Client Libraries may also be referred to as "DLLs", and represent elements of the SDK required at runtime to communicate with Avaya products or other SDK elements.

1.4 "Change In Control" shall be deemed to have occurred if any person, entity or group comes to own or control, directly or indirectly, beneficially or of record, voting securities (or any other form of controlling interest) which represent more than fifty percent (50%) of the total voting power of the Licensee.

1.5 "Derivative Work(s)" means any translation (including translation into other computer languages), port, compiling of Source Code into object code, combination with a pre-existing work, modification, correction, addition, extension, upgrade, improvement, compilation, abridgment or other form in which an existing work may be recast, transformed or adapted or which would otherwise constitute a derivative work under the United States Copyright Act. Permitted Modifications will be considered Derivative Works.

1.6 "Documentation" includes programmer guides, CDs, manuals, materials, and information appropriate or necessary for use in connection with the SDK. Documentation may be provided in machine-readable, electronic or hard copy form.

1.7 “Intellectual Property” means any and all: (i) rights associated with works of authorship throughout the world, including copyrights, neighboring rights, moral rights, and mask works, (ii) trademark and trade name rights and similar rights, (iii) trade secret rights, (iv) patents, algorithms, designs and other industrial property rights, (v) all other intellectual and industrial property rights (of every kind and nature throughout the world and however designated) whether arising by operation of law, contract, license, or otherwise, and (vi) all registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

1.8 “Permitted Modification(s)” means Licensee’s modifications of the Sample Application Code as needed to create applications, interfaces, workflows or processes for use with Avaya products.

1.9 “Specification Document” means any notes or similar instructions in hard copy or machine readable form, including any technical, interface and/or interoperability specifications that define the requirements and conditions for connection to and/or interoperability with Avaya products, systems and solutions.

1.10 “Source Code” means human readable or high-level statement version of software written in the source language used by programmers and includes one or more programs. Source Code programs may include one or more files, such as user interface markup language (.mxml), action script (.as), precompiled Flash code (.swc), java script (.js), hypertext markup language (.html), active server pages (.asp), C# or C#.Net source code (.cs), java source code (.java), java server pages (.jsp), java archives (.jar), graphic interchange format (.gif), cascading style sheet (.css), audio files (.wav) and extensible markup language (.xml) files.

1.11 “Sample Application Code” means Software provided for the purposes of demonstrating functionality of an Avaya product through the Avaya Software Development Kit.

1.12 “Software” means data or information constituting one or more computer or apparatus programs, including Source Code or in machine-readable, compiled object code form.

2.0 LICENSE GRANT.

2.1 SDK License.

A. Provided Licensee pays to Avaya the applicable license fee (if any), Avaya hereby grants Licensee a limited, non-exclusive, non-transferable license (without the right to sublicense, except as set forth in 2.1B(iii)) under the Intellectual Property of Avaya and, if applicable, its licensors and suppliers to (i) use the SDK solely for the purpose of Licensee’s internal development efforts to develop applications, interfaces, value-added services and/or solutions, workflows or processes to work in conjunction with Avaya products; (ii) to package Client Libraries for redistribution with Licensee’s complementary applications that have been developed using this SDK, subject to the terms and conditions set forth herein; (iii) use Specification Documents solely to enable Licensee’s products, services and application solutions to exchange messages and signals with Avaya products, systems and solutions to which the Specification Document(s) apply; (iv) modify and create Derivative Works of the Sample Application Code, Specification Documents and Documentation solely for internal development of applications, interfaces, workflows or processes for use with Avaya products, integration of such applications, interfaces, workflows and processes with Avaya products and interoperability testing of the foregoing with Avaya products; and (v) compile or otherwise prepare for distribution the Sample Application Code with Permitted Modifications, into an object code or other machine-readable program format for distribution and distribute the same subject to the conditions set forth in Section 2.1B.

B. The foregoing license to use Sample Application Code is contingent upon the following: (i) Licensee must ensure that the modifications made to the Sample Application Code as permitted in clause (iv) of Section 2.1A are compatible and/or interoperable with Avaya products and/or integrated therewith,

(ii) Licensee may distribute Licensee's application that has been created using this SDK, provided that such distribution is subject to an end user pursuant to Licensee's current end user license agreement ("Licensee EULA") that is consistent with the terms of this Agreement and, if applicable, any other agreement with Avaya (e.g., the Avaya DevConnect Program Agreement), and is equally as protective as Licensee's standard software license terms, but in no event shall the standard of care be less than a reasonable degree of care, and (iii) Licensee ensures that each end user who receives Client Libraries or Sample Application Code with Permitted Modifications has all necessary licenses for all underlying Avaya products associated with such Client Libraries or Sample Application Code.

Your Licensee EULA must include terms concerning restrictions on use, protection of proprietary rights, disclaimer of warranties, and limitations of liability. You must ensure that Your End Users using applications, interfaces, value-added services and/or solutions, workflows or processes that incorporate the API, Client Libraries, Sample Code or Permitted Modifications adhere to these terms, and You agree to notify Avaya promptly if You become aware of any breach of the terms of Licensee EULA that may impact Avaya. You will take all reasonable precautions to prevent unauthorized access to or use of the SDK and notify Avaya promptly of any such unauthorized access or use.

C. Licensee acknowledges and agrees that it is licensed to use the SDK only in connection with Avaya products (and if applicable, in connection with services provided by or on behalf of Avaya).

D. With respect to Software that contains elements provided by third party suppliers, Licensee may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "click-through" licenses, accompanying or applicable to the Software.

2.2 No Standalone Product. Nothing in this Agreement authorizes or grants Licensee any rights to distribute or otherwise make available to a third party the SDK, in whole or in part, or any Derivative Work in source or object code format on a standalone basis other than the modifications permitted in Section 2.1B of this Agreement.

2.3 Proprietary Notices. Licensee shall not remove any copyright, trade mark or other proprietary notices incorporated in the copies of the SDK, Sample Application Code and redistributable files in Licensee's possession or control or any modifications thereto. Redistributions in binary form or other suitable program format for distribution, to the extent expressly permitted, must also reproduce Avaya's copyright, trademarks or other proprietary notices as incorporated in the SDK in any associated Documentation or "splash screens" that display Licensee copyright notices.

2.4 Third-Party Components. You acknowledge certain software programs or portions thereof included in the SDK may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the SDK ("Third Party Terms"). Information identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the attached Schedule 1 (if any), SDK, Documentation, or on Avaya's web site at: <http://support.avaya.com/Copyright> (or such successor site as designated by Avaya). The open source software license terms provided as Third Party Terms are consistent with the license rights granted in this Agreement, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over this Agreement, solely with respect to the applicable Third Party Components, to the extent that this Agreement imposes greater restrictions on You than the applicable Third Party Terms. Licensee is solely responsible for procuring any necessary licenses for Third Party Components, including payment of licensing royalties or other amounts to third parties, for the use thereof.

2.5 Copies of SDK. Licensee may copy the SDK only as necessary to exercise its rights hereunder.

2.6a No Reverse Engineering. Licensee shall have no rights to any Source Code for any of the software in the SDK, except for the explicit rights to use the Source Code as provided to Licensee hereunder. Licensee agrees that it shall not cause or permit the disassembly, decompilation or reverse engineering of the Software. Notwithstanding the foregoing, if the SDK is rightfully located in a member state of the European Union and Licensee needs information about the Software in the SDK in order to achieve interoperability of an independently created software program with the Software in the SDK, Licensee will first request such information from Avaya. Avaya may charge Licensee a reasonable fee for the provision of such information. If Avaya refuses to make such information available, then Licensee may take steps, such as reverse assembly or reverse compilation, to the extent necessary solely in order to achieve interoperability of the Software in the SDK with an independently created software program. To the extent that the Licensee is expressly permitted by applicable mandatory law to undertake any of the activities listed in this section, Licensee will not exercise those rights until Licensee has given Avaya twenty (20) days' written notice of its intent to exercise any such rights.

2.6.b License Restrictions. To the extent permissible under applicable law, Licensee agrees not to: (i) publish, sell, sublicense, lease, rent, loan, assign, convey or otherwise transfer the SDK; (ii) distribute, disclose or allow use the SDK, in any format, through any timesharing service, service bureau, network or by any other means; (iii) distribute or otherwise use the Software in the SDK in any manner that causes any portion of the Software that is not already subject to an OSS License to become subject to the terms of any OSS License; (iv) link the Source Code for any of the software in the SDK with any software licensed under the Affero General Public License (Affero GPL) v.3 or similar licenses; (v) access information that is solely available to root administrators of the Avaya products, systems, and solutions; (vi) develop applications, interfaces, value-added services and/or solutions, workflows or processes that causes adverse effects to Avaya and third-party products, services, solutions, such as, but not limited to, poor performance, software crashes and cessation of their proper functions; and (vii) develop applications, interfaces, value-added services and/or solutions, workflows or processes that blocks or delays emergency calls; (viii) emulate an Avaya SIP endpoint by form or user interface design confusingly similar as an Avaya product ; (ix) reverse engineer Avaya SIP protocol messages; or (x) permit or encourage any third party to do any of (i) through (x), inclusive, above.

2.7 Responsibility for Development Tools. Licensee acknowledges that effective utilization of the SDK may require the use of a development tool, compiler and other software and technology of third parties, which may be incorporated in the SDK pursuant to Section 2.4. Licensee is solely responsible for procuring such third party software and technology and the necessary licenses, including payment of licensing royalties or other amounts to third parties, for the use thereof.

2.8 U.S. Government End Users. The SDK shall be classified as "commercial computer software" and the Documentation is classified as "commercial computer software documentation" or "commercial items," pursuant to FAR 12.212 or DFAR 227.7202, as applicable. Any use, modification, reproduction, release, performance, display or disclosure of the SDK or Documentation by the Government of the United States shall be governed solely by the terms of the Agreement and shall be prohibited except to the extent expressly permitted by the terms of the Agreement.

2.9 Limitation of Rights. No right is granted to Licensee to sublicense its rights hereunder. All rights not expressly granted are reserved by Avaya or its licensors or suppliers and, except as expressly set forth herein, no license is granted by Avaya or its licensors or suppliers under this Agreement directly, by implication, estoppel or otherwise, under any Intellectual Property right of Avaya or its licensors or suppliers. Nothing herein shall be deemed to authorize Licensee to use Avaya's trademarks or trade names in Licensee's advertising, marketing, promotional, sales or related materials.

2.10 Independent Development.

2.10.1 Licensee understands and agrees that Avaya, Affiliates, or Avaya's licensees or suppliers may acquire, license, develop for itself or have others develop for it, and market and/or distribute applications, interfaces, value-added services and/or solutions, workflows or processes similar to that which Licensee

may develop. Nothing in this Agreement shall restrict or limit the rights of Avaya, Affiliates, or Avaya's licensees or suppliers to commence or continue with the development or distribution of such applications, interfaces, value-added services and/or solutions, workflows or processes.

2.10.2 Nonassertion by Licensee. Licensee agrees not to assert any Intellectual Property related to the SDK or applications, interfaces, value-added services and/or solutions, workflows or processes developed using the SDK against Avaya, Affiliates, Avaya's licensors or suppliers, distributors, customers, or other licensees of the SDK.

2.11 Feedback and Support. Licensee agrees to provide any information, comments, problem reports, enhancement requests and suggestions regarding the performance of the SDK (collectively, "Feedback") via any public or private support mechanism, forum or process otherwise indicated by Avaya. Avaya monitors applicable mechanisms, forums, or processes but is under no obligation to implement any of Feedback, or be required to respond to any questions asked via the applicable mechanism, forum, or process. Licensee hereby assigns to Avaya all right, title, and interest in and to Feedback provided to Avaya.

2.12(a) Fees and Taxes. To the extent that fees are associated with the license of the SDK, Licensee agrees to pay to Avaya or pay directly to the applicable government or taxing authority, if requested by Avaya, all taxes and charges, including without limitation, penalties and interest, which may be imposed by any federal, state or local governmental or taxing authority arising hereunder excluding, however, all taxes computed upon Avaya's net income. If You move any Software, including the SDK, and as a result of such move, a jurisdiction imposes a duty, tax, levy or fee (including withholding taxes, fees, customs or other duties for the import and export of any such Software), then You are solely liable for, and agree to pay, any such duty, taxes, levy or other fees.

2.12(b) Audit. Avaya shall have the right, at its cost and expense, to inspect and/or audit (i) by remote polling or other reasonable electronic means at any time and (ii) in person during normal business hours and with reasonable notice Licensee's books, records, and accounts, to determine Licensee's compliance with this Agreement. In the event such inspection or audit uncovers non-compliance with this Agreement, then without prejudice to Avaya's termination rights hereunder, Licensee shall promptly pay Avaya any applicable license fees. Licensee agrees to keep a current record of the location of the SDK.

2.13 No Endorsement. Neither the name Avaya, Affiliates nor the names of contributors may be used to endorse or promote products derived from the Avaya SDK without specific prior written permission from Avaya.

2.14 High Risk Activities. The Avaya SDK is not fault-tolerant, and is not designed, manufactured or intended for use or resale as on-line control equipment or in hazardous environments requiring failsafe performance, such as in the operation of nuclear facilities, aircraft navigation or aircraft communications systems, mass transit, air traffic control, medical or direct life support machines, dedicated emergency call handling systems or weapons systems, in which the failure of the Avaya SDK could lead directly to death, personal injury, or severe physical or environmental damage ("high risk activities"). If Licensee uses the Avaya SDK for high risk activities, Licensee does so at Licensee's own risk and Licensee assumes all responsibility and liability for such use to the maximum extent such limitation or exclusion is permitted by applicable law. Licensee agrees that Avaya and its suppliers will not be liable for any claims or damages arising from or related to use of the Avaya SDK for high risk activities to the maximum extent such limitation or exclusion is permitted by law.

2.15 No Virus. Licensee warrants that (i) the applications, interfaces, value-added services and/or solutions, workflows or processes Licensee develops using this SDK will not contain any computer program file that includes time code limitations, disabling devices, or any other mechanism which will prevent the Avaya product (including other software, firmware, hardware), services and networks from being functional at all times (collectively “Time Bombs”); and (ii) the applications, interfaces, value-added services and/or solutions, workflows or processes Licensee develops using this SDK will be free of computer viruses, malicious or other harmful code, black boxes, malware, trapdoors, and other mechanisms which could: a) damage, destroy or adversely affect Avaya product, or services and/or end users; b) allow remote/hidden attacks or access through unauthorized computerized command and control; c) spy (network sniffers, keyloggers), and d) damage or erase such applications, interfaces, value-added services and/or solutions, workflows or processes developed using this SDK or data, or any computer files or systems of Avaya, Affiliates, and/or end users (collectively “Virus”). In addition to any other remedies permitted in the Agreement, if Licensee breaches its warranties under this Section, Licensee will, at its expense, take remedial action to eliminate any Time Bombs and/or Viruses and prevent re-occurrence (including implementing appropriate processes to prevent further occurrences) as well as provide prompt, reasonable assistance to Avaya to materially reduce the effects of the Time Bomb and/or Virus.

2.16 Disclaimer. Any software security feature is not a guaranty against malicious code, deleterious routines, and other techniques and tools employed by computer “hackers” and other third parties to create security exposures. Compromised passwords represent a major security risk. Avaya encourages You to create strong passwords using three different character types, change Your password regularly and refrain from using the same password regularly. You must treat such information as confidential. You agree to notify Avaya immediately upon becoming aware of any unauthorized use or breach of Your user name, password, account, API Key, or other credentials as provided by Avaya for use of the SDK, or subscription. You are responsible for ensuring that Your networks and systems are adequately secured against unauthorized intrusion or attack and regularly back up of Your data and files in accordance with good computing practices.

2.17 Third Party Licensed Software

A. “Commercial Third Party Licensed Software” is software developed by a business with the purpose of making money from the use of that licensed software. “Freeware Licensed Software” is software which is made available for use, free of charge and for an unlimited time, but is not Open Source Licensed Software. “Open Source Software” or “OSS” is as defined by the Open Source Initiative (“OSI”) <https://opensource.org/osd> and is software licensed under an OSI approved license as set forth at <https://opensource.org/licenses/alphabetical> (or such successor site as designated by OSI). These are collectively referred to herein as “Third Party Licensed Software”.

B. Licensee represents and warrants that Licensee, including any employee, contractor, subcontractor, or consultant engaged by Licensee, is to the Licensee’s knowledge, in compliance and will continue to comply with all license obligations for Third Party Licensed Software used in the Licensee application created using the SDK including providing to end users all information required by such licenses as may be necessary. LICENSEE REPRESENTS AND WARRANTS THAT, TO THE LICENSEE’S KNOWLEDGE, THE OPEN SOURCE LICENSED SOFTWARE EMBEDDED IN OR PROVIDED WITH LICENSEE APPLICATION OR SERVICES DOES NOT INCLUDE ANY OPEN SOURCE LICENSED SOFTWARE CONTAINING TERMS REQUIRING ANY INTELLECTUAL PROPERTY OWNED OR LICENSED BY AVAYA OR END USERS TO BE (A) DISCLOSED OR DISTRIBUTED IN SOURCE CODE OR OBJECT CODE FORM; (B) LICENSED FOR THE PURPOSE OF MAKING DERIVATIVE WORKS; OR (C) REDISTRIBUTABLE ON TERMS AND CONDITION NOT AGREED UPON BY AVAYA OR END USERS.

C. Subject to any confidentiality obligations, trade secret or other rights or claims of Licensee suppliers, Licensee will respond to requests from Avaya or end users relating to Third Party Licensed Software associated with Licensee's use of Third Party Licensed Software. Licensee will cooperate in good faith by furnishing the relevant information to Avaya or end users and the requester within two (2) weeks from the time Avaya or end user provided the request to Licensee.

3. OWNERSHIP.

3.1 As between Avaya and Licensee, Avaya or its licensors or suppliers shall own and retain all Intellectual Property rights, in and to the SDK and any corrections, bug fixes, enhancements, updates, improvements, or modifications thereto and Licensee hereby irrevocably transfers, conveys and assigns to Avaya, its licensors and its suppliers all of its right, title, and interest therein. Avaya or its licensors or suppliers shall have the exclusive right to apply for or register any patents, mask work rights, copyrights, and such other proprietary protections with respect thereto. Licensee acknowledges that the license granted under this Agreement does not provide Licensee with title or ownership to the SDK, but only a right of limited use under the terms and conditions of this Agreement.

3.2 Grant Back License to Avaya. Licensee hereby grants to Avaya an irrevocable, perpetual, non-exclusive, sublicensable, royalty-free, fully paid up, worldwide license under any and all of Licensee's Intellectual Property rights related to any Permitted Modifications, to (i) use, make, sell, execute, adapt, translate, reproduce, display, perform, prepare derivative works based upon, distribute (internally and externally) and sublicense the Permitted Modifications and their derivative works, and (ii) sublicense others to do any, some, or all of the foregoing.

4.0 SUPPORT.

4.1 No Avaya Support. Avaya will not provide any support for the SDK provided under this Agreement or for any Derivative Works, including, without limitation, modifications to the Source Code or applications built by Licensee using the SDK. Avaya shall have no obligation to provide support for the use of the SDK, or Licensee's application, services or solutions which may or may not include redistributable Client Libraries or Sample Application Code, to any third party to whom Licensee delivers such applications, services or solutions. Avaya further will not provide fixes, patches or repairs for any defects that might exist in the SDK or the Sample Application Code provided under this Agreement. In the event that Licensee desires support services for the SDK, and, provided that Avaya offers such support services (in its sole discretion), Licensee will be required to enter into an Avaya DevConnect Program Agreement or other support agreement with Avaya.

4.2 Licensee Obligations. Licensee acknowledges and agrees that it is solely responsible for developing and supporting any applications, interfaces, value-added services and/or solutions, workflows or processes developed under this Agreement, including but not limited to (i) developing, testing and deploying such applications, interfaces, value-added services and/or solutions, workflows or processes; (ii) configuring such applications, interfaces, value-added services and/or solutions, workflows or processes to interface and communicate properly with Avaya products; and (iii) updating and maintaining such applications, interfaces, value-added services and/or solutions, workflows or processes as necessary for continued use with the same or different versions of end user and/or third party licensor products, and Avaya products.

5.0 CONFIDENTIALITY.

5.1 Protection of Confidential Information. Licensee acknowledges and agrees that the SDK and any other Avaya technical information obtained by it under this Agreement (collectively, "Confidential Information") is confidential information of Avaya. Licensee shall take all reasonable measures to maintain the confidentiality of the Confidential Information. Licensee further agrees at all times to protect and preserve

the SDK in strict confidence in perpetuity, and shall not use such Confidential Information other than as expressly authorized by Avaya under this Agreement, nor shall Licensee disclose any Confidential Information to third parties without Avaya's written consent. Licensee further agrees to immediately 1) cease all use of all Confidential Information (including copies thereof) in Licensee's possession, custody, or control; 2) stop reproducing or distributing the Confidential Information; and 3) destroy the Confidential Information in Licensee's possession or under its control, including Confidential Information on its computers, disks, and other digital storage devices upon termination of this Agreement at any time and for any reason. Upon request, Licensee will certify in writing its compliance with this Section. The obligations of confidentiality shall not apply to information which (a) has entered the public domain except where such entry is the result of Licensee's breach of this Agreement; (b) prior to disclosure hereunder was already rightfully in Licensee's possession; (c) subsequent to disclosure hereunder is obtained by Licensee on a non-confidential basis from a third party who has the right to disclose such information to the Licensee; (d) is required to be disclosed pursuant to a court order, so long as Avaya is given adequate notice and the ability to challenge such required disclosure.

5.2 Press Releases. Any press release or publication regarding this Agreement is subject to prior written approval of Avaya.

6.0 NO WARRANTY.

The SDK and Documentation are provided "AS-IS" without any warranty whatsoever. AVAYA SPECIFICALLY AND EXPRESSLY DISCLAIMS ANY WARRANTIES OR CONDITIONS, STATUTORY OR OTHERWISE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND SATISFACTORY QUALITY. AVAYA DOES NOT WARRANT THAT THE SDK AND DOCUMENTATION ARE SUITABLE FOR LICENSEE'S USE, THAT THE SDK OR DOCUMENTATION ARE WITHOUT DEFECT OR ERROR, THAT OPERATION WILL BE UNINTERRUPTED, OR THAT DEFECTS WILL BE CORRECTED. FURTHER, AVAYA MAKES NO WARRANTY REGARDING THE RESULTS OF THE USE OF THE SDK AND DOCUMENTATION. NEITHER AVAYA NOR ITS SUPPLIERS MAKE ANY WARRANTY, EXPRESS OR IMPLIED, THAT THE SDK OR DOCUMENTATION IS SECURE, SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED OR SOFTWARE WILL RENDER AN END USER'S OR LICENSEE'S NETWORK OR PARTICULAR NETWORK ELEMENTS SAFE FROM INTRUSIONS AND OTHER SECURITY BREACHES.

7.0 CONSEQUENTIAL DAMAGES WAIVER.

EXCEPT FOR PERSONAL INJURY CLAIMS, AVAYA SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH, ARISING OUT OF OR RELATING TO THIS AGREEMENT OR USE OF THE SDK, OR FOR THE LOSS OR CORRUPTION OF DATA, INFORMATION OF ANY KIND, BUSINESS, PROFITS, OR OTHER COMMERCIAL LOSS, HOWEVER CAUSED, AND WHETHER OR NOT AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

8.0 LIMITATION OF LIABILITY.

EXCEPT FOR PERSONAL INJURY CLAIMS, IN NO EVENT SHALL AVAYA'S TOTAL LIABILITY TO LICENSEE IN CONNECTION WITH, ARISING OUT OF OR RELATING TO THIS AGREEMENT EXCEED FIVE HUNDRED DOLLARS (\$500). THE PARTIES AGREE THAT THE LIMITATIONS SPECIFIED IN THIS SECTION WILL APPLY EVEN IF ANY LIMITED REMEDY PROVIDED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

9.0 INDEMNIFICATION.

Licensee shall defend, indemnify and hold harmless Avaya, Affiliates and their respective officers, directors, agents, suppliers, customers and employees ("Indemnified Parties") from and against all claims, demand, suit, actions or proceedings ("Claims") and damages, losses, liabilities, costs, expenses, and fees (including fees of attorneys and other professionals) ("Damages") based upon an allegation pertaining to wrongful use, misappropriation, or infringement of a third party's Intellectual Property right arising from or relating to Licensee's use of the SDK, alone or in combination with other software, such as operating systems and codecs, and the, direct or indirect, use, distribution or sale of any software, Derivative Works or other products (including but not limited to applications, interfaces, and application programming interfaces) developed utilizing the SDK.

Licensee shall defend, indemnify and hold harmless the Indemnified Parties from and against all Claims and Damages arising out of or related to: (i) personal injury (including death); (ii) damage to any person or tangible property caused, or alleged to be caused by Licensee or Licensee's application created by using the SDK; (iii) the failure by Licensee or Licensee's application created by using the SDK to comply with the terms of this Agreement or any applicable laws; (iv) the breach of any representation, or warranty made by Licensee herein; or (v) Licensee's breach of any obligation under the Licensee EULA.

10.0 TERM AND TERMINATION.

10.1 This Agreement will continue through December 31st of the current calendar year. The Agreement will automatically renew for one (1) year terms, unless terminated as specified in Section 10.2 or 10.3 below.

10.2 Either party shall have the right to terminate the Agreement, upon thirty (30) days written notice to the other party.

10.3 Notwithstanding language to the contrary, Avaya may terminate this Agreement immediately, upon written notice to Licensee for breach of Section 2 (License Grant), Section 5 (Confidentiality) or Section 12 (Compliance with Laws). Avaya may also terminate this Agreement immediately by giving written notice if a Change In Control should occur or if Licensee becomes insolvent, or voluntary or involuntary proceedings by or against Licensee are instituted in bankruptcy or under any insolvency law, or a receiver or custodian is appointed for Licensee, or proceedings are instituted by or against Licensee for corporate reorganization or the dissolution of Licensee, which proceedings, if involuntary, have not been dismissed within thirty (30) days after the date of filing, or Licensee makes an assignment for the benefit of its creditors, or substantially all of the assets of Licensee are seized or attached and not released within sixty (60) days thereafter, or if Licensee has ceased or threatened to cease to do business in the regular course.

10.4 Upon termination or earlier termination of this Agreement, Licensee will immediately cease a) all uses of the Confidential Information; b) Licensee agrees to destroy all adaptations or copies of the Confidential Information stored in any tangible medium including any document or work containing or derived (in whole or in part) from the Confidential Information, and certify its destruction to Avaya upon termination of this License. Licensee will promptly cease use of, distribution and sales of Licensee products that embody any such Confidential Information, and destroy all Confidential Information belonging to Avaya as well as any materials that embody any such Confidential Information. All licenses granted will terminate.

10.5 The rights and obligations of the parties contained in Sections 2.3, 2.6, 2.7, 2.10, 2.11, 2.12, 3, and 5 through 17 shall survive any expiration or termination of this Agreement.

11.0 ASSIGNMENT.

Avaya may assign all or any part of its rights and obligations hereunder. Licensee may not assign this Agreement or any interest or rights granted hereunder to any third party without the prior written consent of Avaya. The term "assign" includes, but is not limited to, any transaction in which there is a Change In

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.

12.0 COMPLIANCE WITH LAWS AND IMPORT/EXPORT CONTROL.

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).

Contents

Chapter 1: Introduction	17
Change history	17
Chapter 2: Overview	18
Authentication	18
Chapter 3: User management	22
Provision user.....	22
De-provision user.....	26
Manage bundle	27
Change report user group.....	30
Rename Resources.....	30
Get user list	33
Chapter 4: Resource management	35
Provision resource	35
De-provision resource.....	37
Modify resource	38
Manage station bundle	39
Change station report user group.....	41
Get resource.....	42
Get resource list	42
Chapter 5: Voicemail management special APIs	44
Add voicemail address	44
Get voicemail address.....	45
Delete voicemail address	46
Get message option	46
Delete voicemail message forward address	47
Add message option	48
Updating voicemail web access password.....	50
Updating voicemail number.....	50
Chapter 6: SMGR multiple profiles special APIs	51
SMGR Set a different profile as Default.....	51
Chapter 7: Miscellaneous information	53
Attributes List: List of Override parameters for all resources	53

Updating the phone buttons using template keys 59

Chapter 1: Introduction

Change history

S.No	Release number	Changes
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

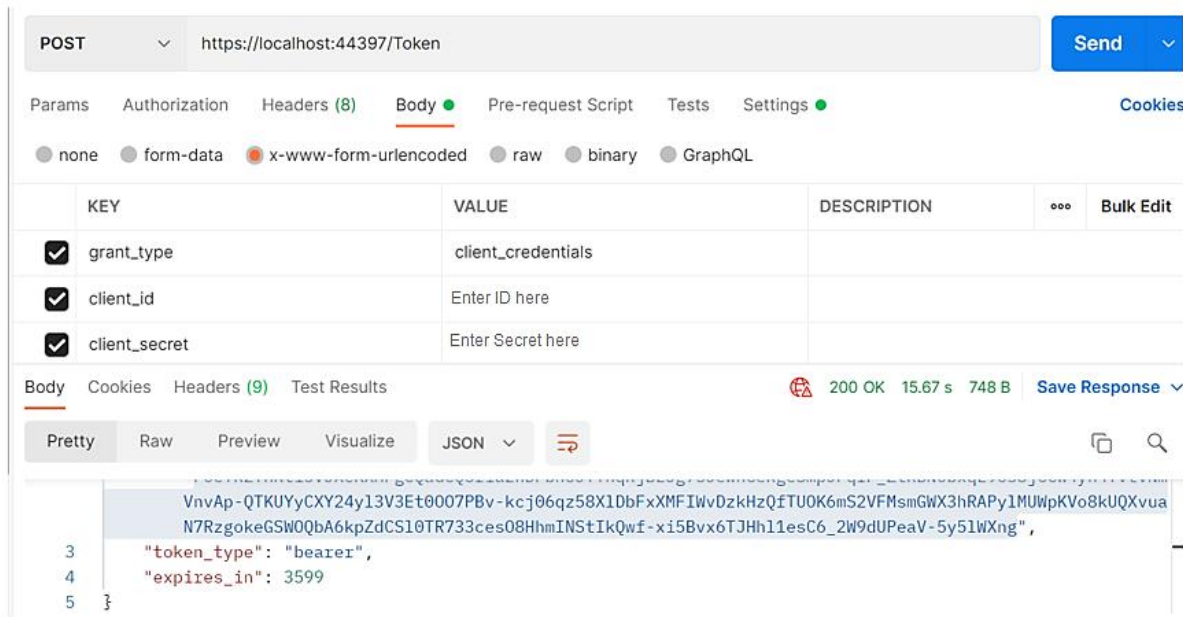
Admin Portal uses the OAuth authentication mechanism. It involves two-step:

1. Token generation
 - a) Token generation when the grant type is 'Password'
 - b) Token Generation when the grant type is 'Client_Credentials'
2. Passing token in each request

1. a) Token Generation when the grant type is 'Password'

- 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": "kYAsdMKghq_Sv6aScwgCRKExc9mMip1wvAG6mDSaDv
v3QMsnrA0hEMFMMJKVdPkOCUPnPFQVvn5LcodBs7RJK841Cgxzn4perkt-
ieQqyuTfgvEaSBj0y6pupWc7xVrbbgeQvfwCcJqXRd-iluvCx---
x2CDPby__tVoM4GNBj_UoA56U6VvyFQb_rN5o-
EbiYP5Oet3SpyysadwimpiK57Db-
2vSXaDjOCUAZbxM6rAmBelvsBtRtR9OmdbjpZu",
  "token_type": "bearer",
  "expires_in": 3599
}
```



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

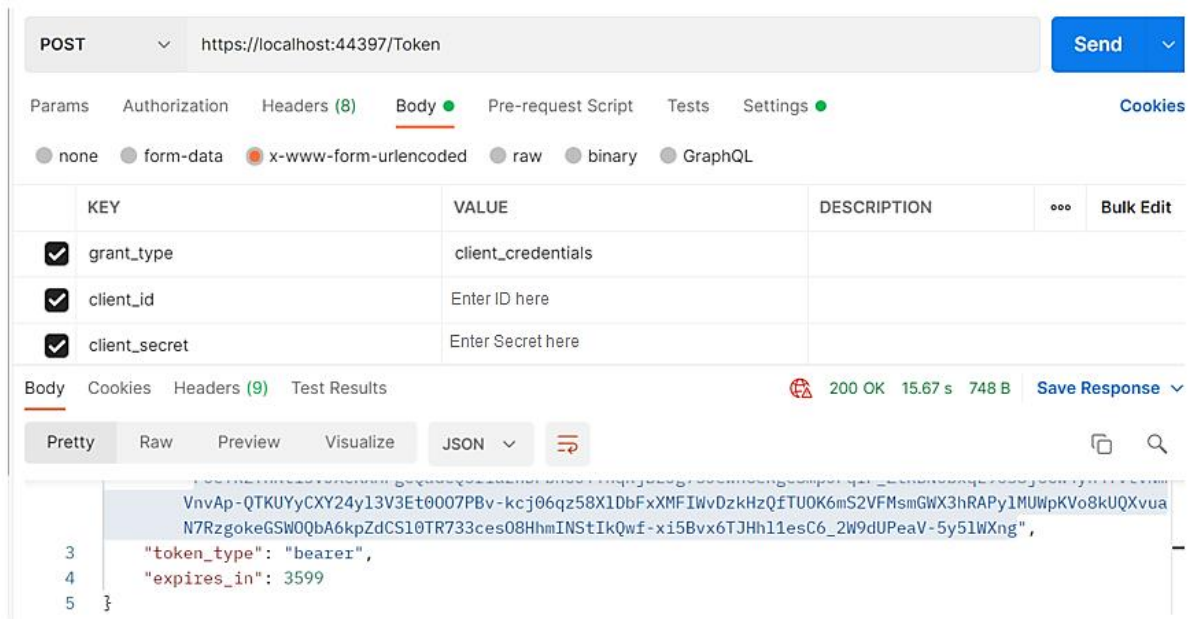
- URL: <https://AdminPortalServer/ProvisioningWebService/Token>
- Method: POST
- Pass the below parameters as form-urlencoded
 - grant_type: client_credentials
 - client_id: username_for_authentication
 - client_secret: password_for_authentication
- Success Response: 200/Ok
- Error Response:
 - 400 Bad Request
 - 404 Not Found
 - 401 Unauthorized request
- Sample Request: <https://Portal.avayacloud.com/ProvisioningWebService/Token>
- Sample Result:

```
{
```

```

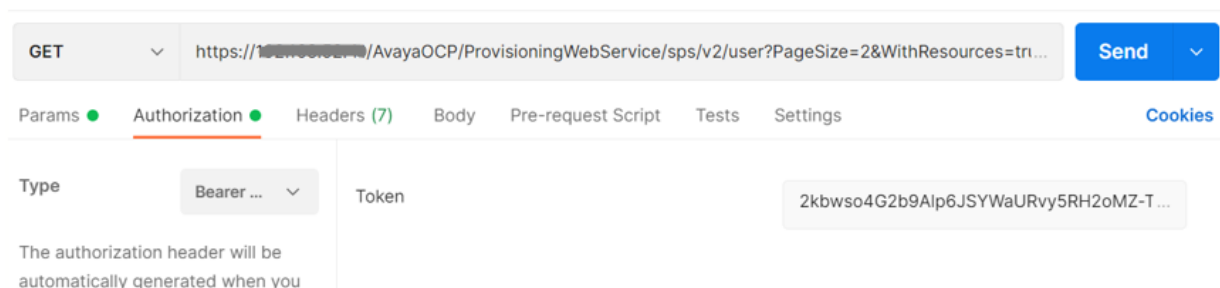
"access_token": "
0eTR2THKti5vJXeKXMPgcQaGcQ5riaznDFbnUJTtnqRjBLJg75JewhCeRge
SmpJPqIF_ZtRBN0bxqL96s8jCCw4yn4YvtvNmVnvAp-
QTKUYyCXY24y13V3Et0007PBv-
kcj06qz58X1DbFxXMF IWvDzkHzQfTUOK6mS2VFMsmGWX3hRAPy1MUWpKVo8
kUQXvuaN7RzgokeGSWQbA6kpZdCS10TR733ces08HhmINSTIkQwf-
xi5Bvx6TJHh11esC6_2W9dUPeaV-5y5lWXng
",
  "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


Go to the directory where Provisioning Web Service is installed. Open 'Web.config' file in a text editor. In that, you will see a key with the name 'AuthMode' as shown in the below screenshot. Update the value to 'OAuth' and save the file.

```
<!--Supported mode is Basic Or OAuth. -->  
<add key="AuthMode" value="OAuth" />
```

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	
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	

- 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"]
}
```

- 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"
  },
  {
    "Identifier": "JSmith@avayacloud.com",
    "ResourceType": "Communication Profile Password",
    "Status": true,
    "Message": "Updated Communication Profile Password JS
mith@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@avay
acloud.com ",
    "Target": "SMGR8",
    "Details": null
  },
  {
    "Identifier": "JSmith@avayacloud.com",
    "ResourceType": "Presence Profile",
    "Status": true,
    "Message": "Updated Presence Profile JSmith@avayaclou
d.com ",
    "Target": "SMGR8",
    "Details": null
  },
  {
    "Identifier": "JSmith@avayacloud.com",
    "ResourceType": "Communication Address",
    "Status": true,

```

```

        "Message": "Updated Communication Address JSmith@avaya
        acloud.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=avaya
        acloud,dc=loc",
        "ResourceType": "Ldap Object",
        "Status": true,
        "Message": "AADS AD user added. User added to securit
        y 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.",
        "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/v2/user/JSmith?RequestID=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/v2/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/v2/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
- 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/v2/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, NewUserId represents no change.

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/v2/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
- 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

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

```

```

    },
    {
      "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 ",
      "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/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

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

```
{
  "RequestId": "SPS_13062022_AddVMAddrRes_01"
  "MailboxNumber": "33989",
  "AddressType": "ADDR_TYPE_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	User Label
AddressType	ADDR_TYPE_EMAIL	Email
	ADDR_TYPE_REPLYTO	Reply-To
	ADDR_TYPE_INTEXTENSION	Internal Extension
	ADDR_TYPE_VPIM	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/resource/voicemail/33989/address?address=Flintoff@xyz.com&addressType=ADDR_TYPE_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/resource/voicemail/33989/address?requestID=SPS_13062022_DeIVMAddrRes_01&address=Flintoff@xyz.com&addressType=ADDR_TYPE_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}/messageForwardAddress?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/resource/voicemail/33989/messageForwardAddress?https://portal.avayacloud.com/ProvisioningWebService/sps/resource/voicemail/33989/messageForwardAddress?address=Flintoff@xyz.com&addressType=ADDR_TYPE_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/resource/voicemail/33989/messageForwardAddress?requestID=SPS_13062022_DelVMAddrRes_01&address=Flintoff@xyz.com&addressType=ADDR_TYPE_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/resource/voicemailmessageForwardAddress>

➤ 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	ADDR_TYPE_EMAIL	Email
ForwardType	FORWARD	Forward
	RELAY	Relay
VoiceFormat	WAVEPCM8	WAV PCM 8bit 8kHz
	WAVMSGSM6108	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.

```
"OverrideResourceAttributes": {
  "MailPassword": "awy258"
}
```

Updating voicemail number

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

```
"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/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
- Lwactivation
- Lwclogexterncall
- Lwcreception
- Maptoext
- Masinode
- Messagelock

- Messageservername
- Messagewaitindication
- Messagewaitindicatortype
- Messagewaitlamplextension
- Mimit
- 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
 - AgentACWAgentConsdrdIdle
 - AgentAUDIX
 - AgentAuxWorkReasonCdType
 - AgentID
 - AgentLocCallPref
 - AgentLogoutReasonCdType
 - AgentLWCLogExtCalls
 - 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.enhCallInfoDisplay

PresenceProfile

- Presence.system
- Presence.imGatewaySipEntity
- Presence.publishViaAESCCollector

- Voicemail

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

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",
		2	Hunt group - Number	"Button2.data2": "2"
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"
		2	Enter dial code	"Button1.type": "abrv-dial", "Button1.data1": "1",
		3	HL – n/y	"Button1.data2": "12", "Button1.data4": "y"
20	vu-display	1	Enter format - Number	"Button15.type": "vu-display",
		2	Enter split or rung group or VDN	"Button15.data1": "1", "Button15.data2": "1000"
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",
		2	Extension	"Button17.data2": "2000",

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.