

Avaya Admin Portal Web Service API

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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

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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

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

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

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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

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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.

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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.

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Chapter 1: Introduction

Change history

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

S.No	Release number	Changes
8	5.0	● Added Infinity fields in Provision and Bundle change payloads - InfinityUserProfile - InfinityUserFolder - InfinityUserSBCGroup
7	4.2.1	● Verint fields in the Provision and Bundle change payload.
6	4.2	● PhoneType, PhonePort and ADSecurityGroupCollection fields in provision request ● PhoneType, PhonePort and PublicResource fields in provision resource ● PhonePort field in modify resource ● Added phone button properties in SIP Station (Provisioning Through SMGR template) section
5	4.1	● Deleted the “Token Generation when the grant type is ‘Password’” section Updated the following sections: ● Enabling OAuth in Web Service ● Provision user ● Resource management ● Add voicemail address ● Add message option ● Updating voicemail web access password ● Updating voicemail Lock status ● sample URLs to v4 Added the following section: ● Reassign User
4	4.0	Added the following fields: ● AXPUserProfile ● AXPUserRoles ● AXPUserMemberOfGroups ● AXPUserOwnedGroups
3	3.9	No change
2	3.8	Added the following fields: ● WsFERole ● WsFESupervisor ● SecondaryUserID Added Rename Resources section
1	3.7	Release 3.7 document

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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 the same in both versions.

Authentication

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

Accessing API with OAuth authentication

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

1. Token generation
2. Passing token in each request

1. Token Generation when the grant type is ‘Client_Credentials’

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

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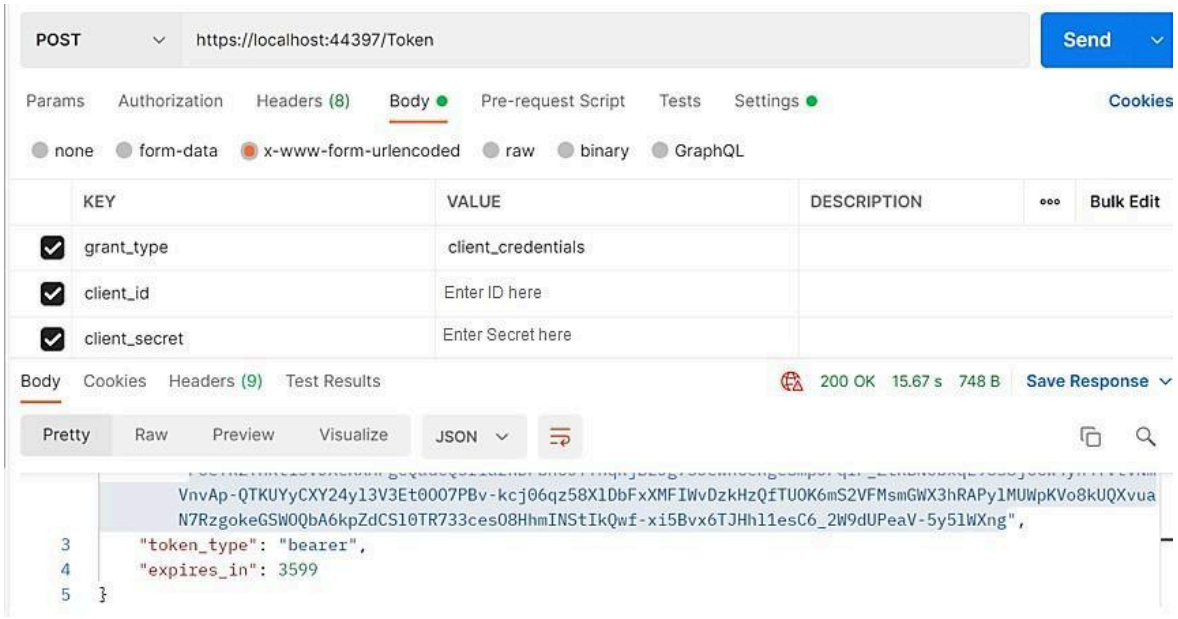
- Error Response:

  400 Bad Request
  404 Not Found
  401 Unauthorized request

- Sample Request:
  https://Portal.avayacloud.com/ProvisioningWebService/Token

- Sample Result:

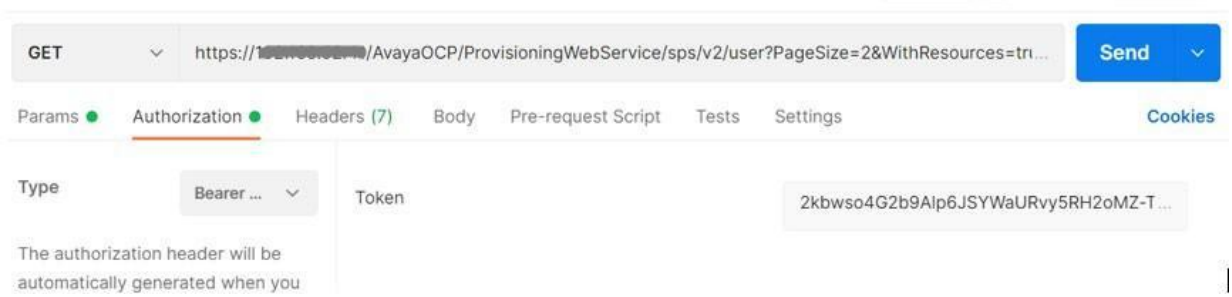

```
{
"access_token": "
0eTR2THKti5vJXeKXMPgcQaGcQ5riaznDFbnUJTTnqRjBLJg75JewhCeR
ge SmpJPqIF_ZtRBN0bxqL96s8jCCw4yn4YvtvNmVnvAp-
QTKUYyCXY24yl3V3Et0OO7PBv-
kcj06qz58XlDbFxXMFIWvDzkHzQfTUOK6mS2VFMsmGWX3hRAPylMUWpKV
o8 kUQXvuaN7RzgokeGSWOQbA6kpZdCSl0TR733cesO8HhmINStIkQwf-
xi5Bvx6TJHhl1esC6_2W9dUPeaV-5y5lWXng
",
    "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.

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Enabling OAuth in Web Service

Here is the procedure to update authentication type:

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

Updating Token Duration in Web Service

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

Procedure

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

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Chapter 3: User management

Provision user

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

Field	Type	Required	Notes
RequestID	String	Yes	
FirstName	String	Yes	
LastName	String	Yes	
DisplayName	String	No	
UserID	String	Yes	
EmailAddress	String	Yes	
ProvisioningGroup	String	Yes	The group is “Location – Org Unit” combination.
BundleName	String	Yes	
ReportUserGroup	String	Yes	
AddSupervisor	Boolean	No	
AddMailbox	Boolean	No	
StationTemplate	String	No	
AgentTemplate	String	No	
MailboxTemplate	String	No	
CMSSupervisorTemplate	String	No	
StationExtension	String	No	
AgentLoginID	String	No	
MailboxNumber	String	No	
OverrideAgentAttribute	Dictionary (String, String)	No	
OverrideSupervisorAttribute	Dictionary (String, String)	No	
OverrideMailboxAttribute	Dictionary (String, String)	No	
OverrideStationAttribute	Dictionary (String, String)	No	
WsFERole	String	No	
WsFESupervisor	String	No	
SecondaryUserID	String	No	

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Field	Type	Required	Notes
AXPUserProfile	String	No	
AXPUserRoles	List(String)	No	If value is Null then Web Service will use Role

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			configured in AXPUserProfile.
AXPUserMemberOfGroups	List(String)	No	If value is Null then Web Service will use member of group configured in AXPUserProfile.
AXPUserOwnedGroups	List(String)	No	
AddVoicemailForExtensionType	String	No	Value can be Agent or Station
AddSecondaryExtensionForVoicemail	Boolean	No	
PhoneType	String	No	Valid values: IP, Analog, Digital. The default is IP.
PhonePort	String	No	Phone port for the Analog or digital phone type
ADSecurityGroupCollection	String	No	
Verint_IsExtensionRecording	Boolean	No	
IsVerintUser	Boolean	No	
VerintTemplate	String	No	
Verint_User_StartDate	String	No	Format MM/dd/yyyy
Verint_User_Organization	String	No	
Verint_User_IsSupervisor	Boolean	No	
Verint_User_IsTeamLead	Boolean	No	
Verint_User_JobTitle	String	No	
Verint_User_Supervisor	String	No	
Verint_User_TeamLead	String	No	
Verint_User_To_Duplicate	String	No	
InfinityUserProfile	String	No	
InfinityUserSBCGroup	String	No	
InfinityUserFolder	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": "Req_13062022_ProvUser_a4821AssAs1351",
  "FirstName": "John2",
```


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```
  "LastName": "Smith2",
  "UserID": "JSmith2",
  "EmailAddress": "jsmith2@starfishlab.com",
  "ProvisioningGroup": "Italy_Chetan - 9451",
  "BundleName": "Hybrid agent (Infinity)",
  "ReportUserGroup": "Public",
  "AddMailbox": true,
  "AddSupervisor": true,
  "PhoneType": "",
  "PhonePort": "",
  "AddVoicemailForExtensionType": "",
  "AddSecondaryExtensionForVoicemail": "",
  "MailboxNumber": "",
  "StationTemplate": "",
  "AgentTemplate": "",
  "MailboxTemplate": "",
  "CMSSupervisorTemplate": "",
  "StationExtension": "",
  "AgentLoginID": "",
  "SecondaryUserID": "",
  "WsFERole": "Agent",
  "WsFESupervisor": "",
  "AXPUserProfile": "QAProfile",
  "AXPUserRoles": [
    "Supervisor"
  ],
  "AXPUserMemberOfGroups": [
    ""
  ],
  "AXPUserOwnedGroups": [
    ""
  ],
  "Verint_IsExtensionRecording": false,
  "IsVerintUser": false,
  "VerintTemplate": "",
  "Verint_User_StartDate": "",
  "Verint_User_Organization": "Sub Org 1",
  "Verint_User_IsSupervisor": true,
  "Verint_User_IsTeamLead": true,
  "Verint_User_JobTitle": "Krishna Job 2",
  "Verint_User_Supervisor": "",
  "Verint_User_TeamLead": "",
  "Verint_User_To_Duplicate": "",
  "InfinityUserProfile": "Infinity user profile 2",
  "InfinityUserSBCGroup": "Dev9",
  "InfinityUserFolder": ""
}
```


- Sample Result:


```
{
  "Status": true,
  "UserID": "JSmith2",
```


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```
  "Message": "User provisioned successfully.",
  "ResourceStatus": [
    {
      "Identifier": "jsmith2@starfishlab.com",
      "ResourceType": "User Profile",
      "Status": true,
      "Message": "Added User Profile jsmith2@starfishlab.com",
      "Target": "SMGR8",
      "Details": null
    },
    {
      "Identifier": "32662",
      "ResourceType": "CM Station",
      "Status": true,
      "Message": "Updated station 32662.",
      "Target": "Starfish4",
      "Details": null
    },
    {
      "Identifier": "jsmith2@starfishlab.com",
      "ResourceType": "911inform User",
      "Status": true,
      "Message": "Added 911inform User for
jsmith2@starfishlab.com.",
      "Target": "911 Inform",
      "Details": null
    },
    {
      "Identifier": "jsmith2@starfishlab.com",
      "ResourceType": "911inform User",
      "Status": true,
      "Message": "Updated 911inform User for
jsmith2@starfishlab.com.",
      "Target": "911 Inform",
      "Details": null
    },
    {
      "Identifier": "32612",
      "ResourceType": "CM Agent",
      "Status": true,
      "Message": "Added Agent 32612.",
      "Target": "Starfish4",
      "Details": null
    },
    {
      "Identifier": "32612",
      "ResourceType": "CMS Agent",
      "Status": true,
      "Message": "Added CMS Agent 32612.",
      "Target": "CMS",
      "Details": null
    },
    {
```


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```
      "Identifier": "jsmith2@starfishlab.com",
      "ResourceType": "Infinity User",
      "Status": true,
      "Message": "Added Infinity User jsmith2@starfishlab.com.",
      "Target": "Infinity QA",
      "Details": null
    },
    {
      "Identifier": "32662",
      "ResourceType": "Avaya IX Mailbox",
      "Status": true,
      "Message": "Added Mailbox 32662",
      "Target": "IXM",
      "Details": null
    },
    {
      "Identifier": "32662",
      "ResourceType": "CM Station",
      "Status": true,
      "Message": "Updated station 32662.",
      "Target": "Starfish4",
      "Details": null
    },
    {
      "Identifier": "JSmith2",
      "ResourceType": "CMS Supervisor Account",
      "Status": true,
      "Message": "Added CMS Supervisor Account JSmith2.",
      "Target": "CMS",
      "Details": null
    },
    {
      "Identifier": "cn=JSmith2,OU=AEC_Persistent,OU=Test
Users,DC=starfishlab, DC=com",
      "ResourceType": "Ldap Object",
      "Status": true,
      "Message": "AADS AD user added. User added to security
group: CC_USERS. ",
      "Target": "AD AADS",
      "Details": null
    },
    {
      "Identifier": "CN=JSmith2,OU=AEC_Persistent,OU=Test
Users,DC=starfishlab,DC=com",
      "ResourceType": "Ldap Object",
      "Status": true,
      "Message": "Updated Directory entry, DN:
CN=JSmith2,OU=AEC_Persistent,OU=Test Users,DC=starfishlab,DC=com",
      "Target": "AD AADS",
      "Details": null
    }
  ]
}
```


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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.
- Infinity parameters are used only if Infinity is enabled on the deployment.
- InfinityUserProfile (is mandatory) if the given group which doesn't have mapped profile.

De-provision user

- URL: ProvisioningWebService/sps/v2/user/{UserID}/?RequestID={Request#}
- URL for V4: ProvisioningWebService/sps/v4/user/{UserID}/?RequestID={Request#}
- Method: DELETE
- Success Response: 200/Ok
- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:
- http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user/JSmith/?RequestID=SPS_13062022_DeProvUser_01
- Sample Result:

```
{
 "Status": true,
```


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```
      "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

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- 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	
IsVerintUser	Boolean	No	
VerintTemplate	String	No	
Verint_User_StartDate	String	No	Format MM/dd/yyyy
Verint_User_Organization	String	No	
Verint_User_IsSupervisor	Boolean	No	
Verint_User_IsTeamLead	Boolean	No	
Verint_User_JobTitle	String	No	

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Verint_User_Supervisor	String	No	
Verint_User_TeamLead	String	No	
Verint_User_To_Duplicate	String	No	
InfinityUserProfile	String	No	
InfinityUserFolder	String	No	
InfinityUserSBCGroup	String	No	

- Success Response: 200/OK
- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

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

- Sample Request:

```
{
"RequestID":"Request_ID_Change_12234848",
"UserID":"JSmith2",
"EmailAddress":"jsmith2@starfishlab.com",
"BundleName":"UC Basic",
"ReportUserGroup":"Public",
"ProvisioningGroup":"",
"AddVoicemailForExtensionType":"",
"AddMailbox":true,
"AddSupervisor":true,
"StationTemplate":"",
"AgentTemplate":"",
"SecondaryUserID":"",
"MailboxTemplate":"",
"CMSSupervisorTemplate":"",
"StationExtension":"",
"AgentLoginID":"",
"MailboxNumber":"",
"AXPUserProfile":"QAProfile",
"AXPUserRoles":["Agent", "Supervisor"] ,
"AXPUserMemberOfGroups":[""],
"AXPUserOwnedGroups":[""],
"IsVerintUser":true,
"VerintTemplate":"",
"Verint_User_StartDate":"",
"Verint_User_Organization":"Infinity",
"Verint_User_IsSupervisor":true,
"Verint_User_IsTeamLead":true,
"Verint_User_JobTitle":"Krishna Job 2",
"Verint_User_Supervisor":"",
"Verint_User_TeamLead":"",
"Verint_User_To_Duplicate":"",
"InfinityUserProfile":"Infinity user profile 2",
"InfinityUserFolder":"QA",
```


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```
"InfinityUserSBCGroup":"Dev9"

}
```

- Sample Result:

```
{
      "Status": true,
      "UserID": "JSmith2",
      "Message": "User updated successfully.",
      "ResourceStatus": [
        {
          "Identifier": "jsmith2@starfishlab.com",
          "ResourceType": "Infinity User",
          "Status": true,
          "Message": "Deleted Avaya Infinity User
jsmith2@starfishlab.com successfully",
          "Target": "Infinity QA",
          "Details": null
        },
        {
          "Identifier": "32612",
          "ResourceType": "CM Agent",
          "Status": true,
          "Message": "Removed Agent 32612.",
          "Target": "Starfish4",
          "Details": null
        },
        {
          "Identifier": "32612",
          "ResourceType": "CMS Agent",
          "Status": true,
          "Message": "Removed CMS Agent 32612.",
          "Target": "CMS",
          "Details": null
        },
        {
          "Identifier": "jsmith2@starfishlab.com",
          "ResourceType": "Verint User",
          "Status": true,
          "Message": "Updated loginID  in data source: Avaya LLC
AXP_Private_190754.",
          "Target": "Verint",
          "Details": null
        },
        {
          "Identifier": "32662",
          "ResourceType": "CM Station",
          "Status": true,
          "Message": "Updated station 32662.",
          "Target": "Starfish4",
          "Details": null
        },
```


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```
            {
              "Identifier": "JSmith2",
              "ResourceType": "CMS Supervisor Account",
              "Status": true,
              "Message": "Removed CMS Supervisor Account JSmith2.",
              "Target": "CMS",
              "Details": null
            },
            {
              "Identifier": "JSmith2",
              "ResourceType": "Ldap Object",
              "Status": true,
              "Message": "User removed from Group CC_USERS. User added
        to Group EQ_USERS.",
              "Target": "AD AADS",
              "Details": null
            },
            {
              "Identifier": "CN=JSmith2,OU=AEC_Persistent,OU=Test
        Users,DC=starfishlab,DC=com",
              "ResourceType": "Ldap Object",
              "Status": true,
              "Message": "Updated Directory entry, DN:
        CN=JSmith2,OU=AEC_Persistent,OU=Test
        Users,DC=starfishlab,DC=com",
              "Target": "AD AADS",
              "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 resources.

Change report user group

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

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- Input Parameters:

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

- Success Response: 200/OK
- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user:ChangeReportUserGroup

- Sample Request:

```
{
      “RequestID”: ”SPS_13062022_UpdateReportGroup_01”
      “UserID": "JSmith",
      "NewReportUserGroup ": “5088”
}
```

- Sample Result:

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

Rename Resources

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

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- Method: PATCH
- Input Parameters:

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

- Success Response: 200/OK
- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:
  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user:RenameResources
- Sample Request:

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

- Sample Request:

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


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```
        },
        {
            "Identifier": "jsmith_675@starfishlab.com",
            "ResourceType": "Communication Address",
            "Status": true,
            "Message": "Deleted Communication Address
jsmith_675@starfishlab.com",
```


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```
            "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",
```


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"ResourceType": "Ldap Object",

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```
            "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.

Reassign User

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

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

- Success Response: 200/OK
- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user:ReassignUser

- Sample Request:


```
{
    "RequestID":"ReassignUser_17",
    "UserId":"JSmith67",
    "NewFirstName":"John68",
    "NewLastName":"Smith68",
    "NewEmailAddress":"JSmith68@avayacloud.com
```


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```
", "NewUserId":"JSmith68",
"NewSecondaryUserId":"JSmith68-1"
}
```

- Sample Response:

```
{
```


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


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


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


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


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


Get user list

- URL:

  ProvisioningWebService/sps/v2/user?PageSize={PageSize}&StartIndex={Index#}#}&WithResources={Booleanvalue}&UserID={UserID#}&Email={Email}&FirstName={Firstname}&LastName={Last Name}&Extension={Extension#}

- URL for V4:

  ProvisioningWebService/sps/v4/user?PageSize={PageSize}&StartIndex={Index#}#}&WithResources={Booleanvalue}&UserID={UserID#}&Email={Email}&FirstName={Firstname}&LastName={Last Name}&Extension={Extension#}

- Method: GET

- Success Response: 200/Ok

- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/user?PageSize=1&UserID=Jsmith&WithResources=true&FirstName= John1

- Sample Result:


```
{
```


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


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```
    "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"
        }
    ]
}
```


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Chapter 4: Resource management

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

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

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

Provision resource

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

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

- Success Response: 200/Ok
- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource

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- 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",
```


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```
    "Details": null
},
{
    "Identifier": "JSmith@avayacloud.com",
    "ResourceType": "Communication Profile Password",
    "Status": true,
    "Message": "Updated Communication Profile Password
     JSmith@avayacloud.com ",
    "Target": "SMGR8",
    "Details": null
```


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


Note:

- We cannot add agents using the 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

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- 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:

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400 Bad Request
404 Not Found
500 Internal Server Error

- Sample Request:

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

- Sample Result:

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

Modify resource

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

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

- Success Response: 200/Ok
- Error Response:

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400 Bad Request
404 Not Found
500 Internal Server Error

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

```
{
```


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

- Sample Result:

```
{
                                    "St
                                    atu
                                    s":
                                    tru
                                    e,
{                                   "Re
                                    sou
                                    rce
                                    Typ
                                    e":
                                    "st
}                                   ati
]                                   on"
}                                   ,
```

Note:

```
                                    “Re
                                    sou
                                    rce
                                    Ide
                                    nti
                                    fie
                                    r”
                                    :
                                    “33
                                    899
                                    ”
                                    "Message":
                                    “Resource updated
                                    successfully",
                                    "ResourceStatus":
                                    [

                                    "Identi
                                    fier":
                                    "33899"
                                    ,
                                    "Resour
                                    ceType"
                                    :
                                    "Statio
                                    n",
```


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```
"Status
":
true,
"Message":
"Updated Station
223078",
"Target": "CCCM1"
```

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

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500 Internal Server Error

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

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

- Sample Result:

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

                                    "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
        },
```


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```
{
    "Identifier": "015033",
    "ResourceType": "CM Station",
    "Status": true,
    "Message": "Updated station 015033.",
    "Target": "CCCM1",
```


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```
            "Details": null
        }
    ]
}
```

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

Change station report user group

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

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

- Success Response: 200/OK
- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/Resource:ChangeReportUserGroup

- Sample Request:

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

- Sample Result:

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


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```
}
```


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Get resource

- URL:

  ProvisioningWebService/sps/resource/{ResourceType}/{ResourceIdentifier}/?serverNa m e=server

- URL for V4:

  ProvisioningWebService/sps/v4/resource/{ResourceType}/{ResourceIdentifier}/?serverN ame=server

- Method: GET

- Success Response: 200/OK

- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/station/33899/

- Sample Result:

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


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Get resource list

- URL:

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

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- URL for V4:

  ProvisioningWebService/sps/v4/resource?PageSize={PageSize}&StartIndex={StartIndex#}&Identifier={Identifier}&ResourceType={Type}&ServerName={server}

- Method: GET

- Success Response: 200/OK

- Error Response:

  400 Bad Request
  404 Not Found
  500 Internal Server Error

- Sample Request:

  http://Portal.avayacloud.com/ProvisioningWebService/sps/v4/resource?PageSize=1&Identifier=2125&ResourceType=station

- Sample Result:


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


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Chapter 5: Voicemail management special APIs

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

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

Add voicemail address

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

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

- Success Response: 200/Ok
- Error Response:

  400 Bad Request
  500 Internal Server Error

- Sample Request:
  http://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/address
- Sample Request:

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

- Sample Result:

```
{
     "Status": true,
     "Message": "Mailbox address added successfully.",
```


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```
"ResourceType": "Avaya IX Mailbox",
"ResourceIdentifier":”33989”
"ResourceStatus": [
    {
        "Identifier": "33989",
        "ResourceType": "Avaya IX Mailbox",
        "Status": true,
```


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

Note:

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

Parameter	Allowed Values
AddressType	Email
	Reply-To
	Internal Extension
	VPIM

Get voicemail address

- URL:

  ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/address?address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- URL for V4:

  ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/address?address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- Method: GET

- Success Response: 200/Ok

- Error Response:

  400 Bad Request
  404 Not Found

- Sample Request:

  http://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/address?address=Flintoff@xyz.com&addressType=Email&serverName=IXM

- Sample Result:

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


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```
            ]
    }
```

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

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Delete voicemail address

- URL:

  ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/address?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- URL for V4:

  ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/address?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- Method: DELETE

- Success Response: 200/Ok

- Error Response:

  400 Bad Request
  500 Internal Server Error

- Sample Request:

  https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/address?requestID=SPS_13062022_DelVMAddrRes_01&address=Flintoff@xyz.com&addressType=Email&serverName=IXM

- Sample Result:


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


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

Get message option

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- URL:

  ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/messageForwardAddress?address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- URL for V4:

  ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/messageForwardA

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

- Method: GET
- Success Response: 200/Ok
- Error Response:

  400 Bad Request
  404 Not Found

- Sample Request:

  https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/messageForwardAddress?address=Flintoff@xyz.com&addressType=Email&serverName=IXM

- Sample Result:

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

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

Delete voicemail message forward address

- URL:

  ProvisioningWebService/sps/resource/voicemail/{MailboxNumber}/messageForwardAddress?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- URL for V4:

  ProvisioningWebService/sps/v4/resource/voicemail/{MailboxNumber}/messageForwardAddress?requestID={Request_ID}&address={Address_Value}&addressType={Address_Type_Value}&serverName={ServerName}

- Method: DELETE
- Success Response: 200/Ok
- Error Response:

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400 Bad Request
500 Internal Server Error

- Sample Request:

  https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/33989/messageForwardAddress?requestID=SPS_13062022_DelVMAddrRes_01&address=Flintoff@xyz.com&addressType=Email&serverName=IXM

- Sample Result:

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```
{
    "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:

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400 Bad Request
500 Internal Server Error

- Sample Request:

  https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/voicemail/messageForwardAddress

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- Sample Request:

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

- Sample Result:

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

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

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

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Parameter	Allowed Values	User Label
	WAVEADPCM32	WAV MS ADPCM
	ULAWPCM32RHT	Rhetorex ADPCM 32 (4bit)
	WAVELINEARPCM11	WAV PCM 16bit 11kHz
	WAVEMONO16	WAV PCM 16bit 8kHz
	G7264	G.726 ADPCM 4 bit (VPIM 2.0)
	MP3	MPEG-1 Audio Layer 3 (MP3)
FaxFormat	tiff	TIFF
	pdf	PDF
MessageType	email	Email
	fax	Fax
	voice	Voice
	missed call	Missed Call

Updating voicemail web access password

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

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

Updating voicemail Lock status

To unlock the voicemail lock status, use Modify resource API and pass the following in the Override resource attribute list.

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


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Chapter 6: SMGR multiple profiles special APIs

SMGR Set a different profile as Default

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

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

- Success Response: 200/Ok
- Error Response:

  400 Bad Request
  500 Internal Server Error

- Sample Request:

  https://portal.avayacloud.com/ProvisioningWebService/sps/v4/resource/smgr/profileset:setdefault

- Sample Request:

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

- Sample Result:

```
{
    "Status": true,
    "Message": "Resource updated
    successfully.", "ResourceType": "SMGR",
    "ResourceIdentifier": "sagarn",
```


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


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```
                "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.

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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

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- 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

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- Coveragemodule
- Coveragepath
- CoveragePathIntercept
- CoveragePathVM
- Cpnrestriction
- Crvlength
- CustomLabel
- Datamodule
- Datarestriction
- Directipipaudioconn
- Displaycallerid
- Displaycartridge
- Displaylength
- Displaymodule
- Displaysettype
- EC500State
- EmergencyLocationExtension
- EMULoginAllowed
- Endpoint
- Endpointid
- Eventminimization
- Exchangeid
- Expansionmodule
- Extension
- Externalalertport
- Featuremodule
- Fixerterminalendpointid

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- Flashanswerhold
- Floor
- H320conv
- Headset
- Home
- Hunttoextension
- Idleacteveringing
- Idleappearancepreference
- Ignorerotarydigits
- Ipaudiohairpin
- Ipei
- IpEmergencyCalls
- Ipsoftphone
- Jack
- Langate
- Language
- Location
- Lossgroup
- Lwcactivation
- Lwclogexterncall
- Lwcreception
- Maptoext
- Masinode
- Messagelock

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- Messageservername
- Messagewaitindication
- Messagewaitindicatortype
- Messagewaitlamplextension
- Miminit
- Mimmaintenacemanagement
- Mimserviceproviderid
- Mimsupport
- Mobilitytrunkgroup
- Mounting
- Multimediadataextension
- Multimediaearlyanswer
- Multimediamode
- Multimediaremdataextension
- Mutebutton
- Name
- Offpremisestation
- Onestepclearing
- Partialbri
- Passagewayflag
- Perbuttonnringcontrol
- Personalizedringpattern
- Port
- Primeappearpreference
- Protocolversion
- Rbalancenetwork
- Recallrotarydigit

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- 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

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- 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)

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- 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

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- 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

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- 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)

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UserProfile

- surname
- givenName
- displayNameAscii

CommunicationProfilePassword

- commPass

word

SessionManager

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

rver CMEndPoint

- CMEndPoint.cmTemplateName
- CMEndPoint.voicemailNumber
- CMEndPoint.preferredHandle
- CMEndPoint.securityCode
- CMEndPoint.deleteOnUnassign
- CMEndPoint.overRideEndpointName

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- CMEndPoint.enhCallrInfodis

play

Phone Buttons and related data items for button number 5
- CMEndPoint.buttons5.buttonlabel
- CMEndPoint.buttons5.isfavorite
- CMEndPoint.buttons5.type
- CMEndPoint.buttons5.data5

Phone Feature Buttons and related data items for button number 5
- CMEndPoint.featurebuttons5.buttonlabel
- CMEndPoint.featurebuttons5.isfavorite
- CMEndPoint.featurebuttons5.type
- CMEndPoint.featurebuttons5.data5

Phone Expansion Module Buttons and related data items for button number 5
- CMEndPoint.expansionmodulebuttons5.buttonlabel
- CMEndPoint.expansionmodulebuttons5.isfavorite
- CMEndPoint.expansionmodulebuttons5.type
- CMEndPoint.expansionmodulebuttons5.data5

PresenceProfile

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

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

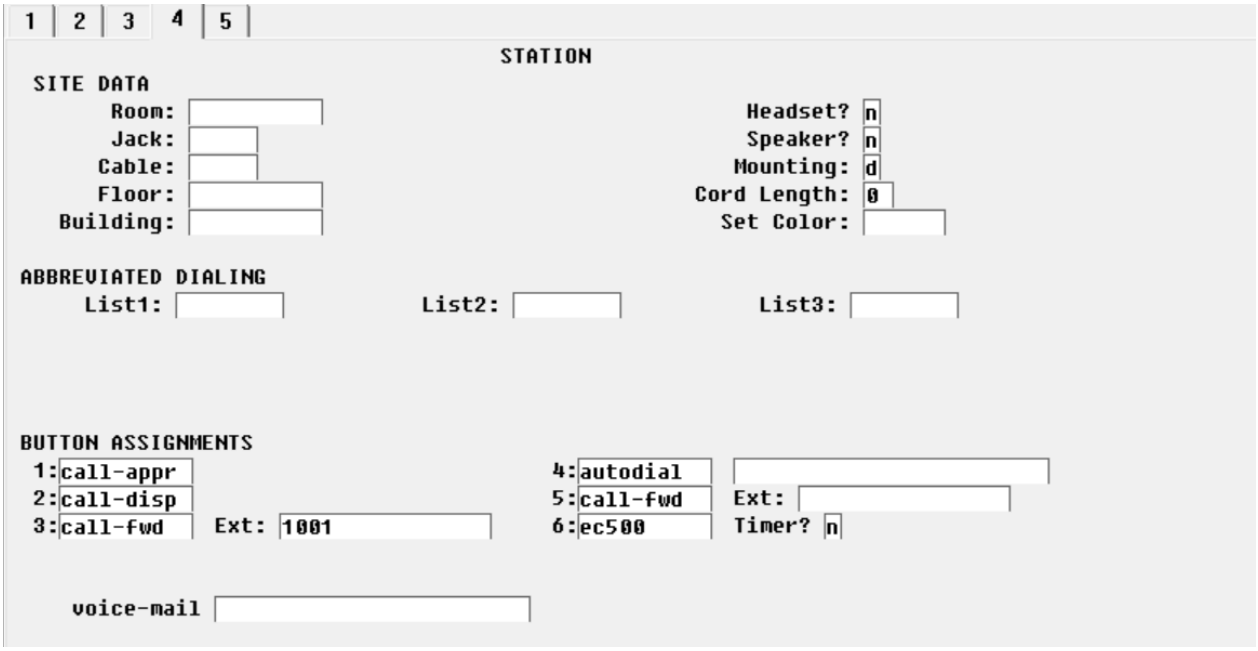
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- MbxLocked
- TimeZoneId

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Updating the phone buttons using template keys

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



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.

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

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

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		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", "Button22.data1": "1", "Button22.data2": "1",
		2	Enter dial code	
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", "Button13.data2": "2000", "Button13.data3": "d"
		3	Enter field – a/d/i/n/r	
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

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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.

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