Xtended Services Interface

Interface Specification

Release 19.0

Document Version 3

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BroadWorks® Guide

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Table of Contents

Table of Figures **9**

1 Summary of Interface Changes **10**

1.1 Interface Changes for Release 19.0 10
1.2 Interface Changes for Release 18.0 12
1.3 Interface Changes for Release 17.sp4 12
1.4 Interface Changes for Release 17.sp3 13
1.5 Interface Changes for Release 17.sp2 14

2 Overview **15**

2.1 Purpose 15
2.2 About This Document 15
2.3 Scope of This Document 15
2.3.1 BroadWorks Deployment Mode 15

3 Xsi-Actions **17**

3.1 Overview 17
3.2 Functional Description 17
3.2.1 Architecture and Messaging 17
3.2.2 Authorization 17
3.2.3 Security 19
3.3 Message Encoding 20
3.3.1 Versioning 20
3.3.2 HTTP Headers 21
3.3.3 HTTP Body 21
3.3.4 Character Sets 22
3.4 Backward Compatibility 22
3.4.1 Requests 22
3.4.2 XML Schema 23
3.5 Command Description 24
3.5.1 Command Listing 24
3.5.2 User Profile Commands: /user/<userid>/profile 30
3.5.3 User Services Commands: /user/<userid>/services 37
3.5.4 User Call Commands: /user/<userid>/calls 144
3.5.5 User Directories Commands: /user/<userid>/directories 177
3.5.6 Call Center Profile Commands: /callcenter/<callcenterid>/profile 210
3.5.7 Call Center Call Commands: /callcenter/<callcenterid>/calls 217
3.5.8 Route Point Profile Commands: /routepoint/<routepointid>/profile 220
3.5.9 Route Point Call Commands: /routepoint/<routepointid>/calls 220
3.5.10 Meet-Me Conference: /meetmeconference/<bridgeid>/conference 227
3.5.11 Group Services Commands: /group/<groupid>/services 234
3.5.12 System Commands: /system/services 236

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3.5.13 Wild Card and Flag Usage in Search Criterion 236
3.5.14 Paging Responses 237
4 Xsi-Events 238
4.1 Overview 238
4.2 Functional Description 238
4.2.1 Architecture and Messaging 238
4.2.2 Authorization and Security 245
4.2.3 Channel 245
4.2.4 Subscription 246
4.3 Message Encoding 248
4.3.1 Versioning 248
4.3.2 HTTP Headers 248
4.3.3 HTTP Body 249
4.3.4 Character Sets 249
4.4 Event Packages 249
4.4.1 Basic Call 249
4.4.2 Standard Call 249
4.4.3 Advanced Call 250
4.4.4 Call Center Queue 251
4.4.5 Route Point Queue 252
4.4.6 Voice Mail Message Summary 253
4.4.7 Three-Way Calling 254
4.4.8 BroadWorks Anywhere 254
4.4.9 Call Center Agent 254
4.4.10 Call Center Agent Monitoring 254
4.4.11 Call Center Configuration 255
4.4.12 Call Center Monitoring 255
4.4.13 Call Forwarding Always 255
4.4.14 Call Forwarding Busy 255
4.4.15 Call Forwarding No Answer 255
4.4.16 Call Park 255
4.4.17 Call Recording 255
4.4.18 Call Transfer 256
4.4.19 Call Waiting 256
4.4.20 CommPilot Express 256
4.4.21 Do Not Disturb 256
4.4.22 Hoteling Guest 256
4.4.23 Last Number Redial 256
4.4.24 Meet Me Conference 256
4.4.25 Music On Hold 257
4.4.26 N-Way Calling 257
4.4.27 Remote Office 257

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4.4.28 Sequential Ringing 257
4.4.29 Simultaneous Ringing Personal 258
4.4.30 Third-Party Voice Mail Support 258
4.4.31 Voice Messaging 258
4.5 Backward Compatibility 258
4.5.1 Events 258
4.6 Command Description 259
4.6.1 Command Listing 259
4.6.2 Subscription Commands 259
4.6.3 Channel Commands 268
4.7 Events 271
4.7.1 Call and Conference Events 271
4.7.2 Route Point Events 300
4.7.3 Automatic Call Distribution Events 329
4.7.4 Agent Events 350
4.7.5 Automatic Call Distribution Configuration Events 353
4.7.6 CallCenterAgentMonitoringEvent 356
4.7.7 CallCenterMonitoringEvent 359
4.7.8 CallForwardingAlwaysEvent 361
4.7.9 CallForwardingNoAnswerEvent 362
4.7.10 CallForwardingBusyEvent 363
4.7.11 HotelingGuestEvent 364
4.7.12 DoNotDisturbEvent 365
4.7.13 VoiceMailMessageSummaryEvent 365
4.7.14 BroadWorksAnywhereEvent 366
4.7.15 CallTransferEvent 367
4.7.16 CallWaitingEvent 368
4.7.17 LastNumberRedialEvent 368
4.7.18 Meet Me Conference Events 369
4.7.19 MusicOnHold 385
4.7.20 N-WayCallEvent 385
4.7.21 RemoteOfficeEvent 386
4.7.22 ThirdPartyVoiceMailSupportEvent 386
4.7.23 ThreeWayCallEvent 387
4.7.24 VoiceMessagingEvent 387
4.7.25 CommPilotExpressEvent 388
4.7.26 SequentialRingEvent 389
4.7.27 SimultaneousRingPersonalEvent 390
4.7.28 Subscription Event 391
4.7.29 Channel Event 391
5 XML Schema 392
5.1 Schema Updates 394

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References.....395

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Table of Figures

Figure 1 Xsi-Actions Request-response 17
Figure 2 High-level Structure 24
Figure 3 Subscription Creation Using HTTP Contact 239
Figure 4 Channel Creation 242
Figure 5 Event Subscription 243
Figure 6 Event Notification 244
Figure 7 Channel HeartBeat 245

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1 Summary of Interface Changes

This section describes the changes to the Xtended Service Interface (Xsi) interface specification.

1.1 Interface Changes for Release 19.0

The following new Xsi-Actions commands were introduced in Release 19.0:

```
/v2.0/user/<userid>/services/BroadworksMobility
/v2.0/user/<userid>/services/CallForwardingSelective/criteria
/v2.0/user/<userid>/services/CallForwardingSelective/criteria/<criteriaNam
e
/v2.0/user/<userid>/services/CallingNameDelivery
/v2.0/user/<userid>/services/CallingNumberDelivery
/v2.0/user/<userid>/services/CallMeNow
/v2.0/user/<userid>/services/CallMeNow/Criteria
/v2.0/user/<userid>/services/CallMeNow/Criteria/<criteriaName>
/v2.0/user/<userid>/services/GroupNightForwarding
/v2.0/user/<userid>/services/InCallServiceActivation
/v2.0/user/<userid>/services/LegacyAutomaticCallback
/v2.0/user/<userid>/services/MwiDeliveryToMobileEndpoint
/v2.0/user/<userid>/services/OutgoingMwi
/v2.0/user/<userid>/services/OutlookIntegration
/v2.0/user/<userid>/services/PriorityAlert
/v2.0/user/<userid>/services/PriorityAlert/Criteria
/v2.0/user/<userid>/services/PriorityAlert/Criteria /<criteriaName>
/v2.0/user/<userid>/services/Privacy
/v2.0/user/<userid>/services/privacy/AllowedUsers
/v2.0/user/<userid>/services/privacy/AvailableUsers
/v2.0/user/<userid>/services/PushTotalk
/v2.0/user/<userid>/services/PushTotalk/AllowedUsers
/v2.0/user/<userid>/services/PushTotalk/AvailableUsers
/v2.0/user/<userid>/services/SelectiveCallAcceptance
/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria
/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria/<criterianam
e>
/v2.0/user/<userid>/services/SelectiveCallRejection
/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria
/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria/<criterianame
>
/v2.0/user/<userid>/services/SequentialRing/Criteria
/v2.0/user/<userid>/services/SequentialRing/Criteria/<criterianame>
/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria
/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria/<criteriana
me>
/v2.0/user/<userid>/services/ThirdPartyVoicemailSupport
/v2.0/user/<userid>/services/VoiceMessaging
/v2.0/user/<userid>/services/VoiceMessaging/Aliases
/v2.0/user/<userid>/services/VoiceMessaging/Aliases/<phoneNumber>
/v2.0/user/<userid>/services/VoiceMessaging/DistributionLists/<listid>
/v2.0/user/<userid>/services/VoiceMessaging/Greetings
/v2.0/user/<userid>/services/VoiceMessaging/MailServer
/v2.0/user/<userid>/services/VoicePortal
/v2.0/user/<userid>/calls/<callid>/FindMeFollowMeCallPush/<callId>
/v2.0/user/<userid>/calls/imrn
```


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The following existing Xsi-Actions commands were modified in Release 19.0:

```
/v2.0/callcenter/<callcenterid>/profile
/v2.0/group/<groupid>/services/CallCenter/ExternalReporting
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/outgoingdial
/v2.0/user/<userid>/calls/<callid>
/v2.0/user/<userid>/directories/EnhancedCallLogs
/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed
/v2.0/user/<userid>/directories/Eenhancedcalllogs/Missed
/v2.0/user/<userid>/directories/Enhancedcalllogs/Received
/v2.0/user/<userid>/directories/Enterprise
/v2.0/user/<userid>/directories/Group
/v2.0/user/<userid>/IMPProfile/
/v2.0/user/<userid>/profile/Device
/v2.0/user/<userid>/profile/Registrations
/v2.0/user/<userid>/services/BroadWorksAnywhere
/v2.0/user/<userid>/services/BroadworksMobility
/v2.0/user/<userid>/services/CallCenter
/v2.0/user/<userid>/services/CallForwardingSelective
/v2.0/user/<userid>/services/CommPilotExpress
/v2.0/user/<userid>/services/CustomRingbackUser
/v2.0/user/<userid>/services/CustomRingbackUser/Criteria
/v2.0/user/<userid>/services/CustomRingbackUser/Criteria/<criteriaName>
/v2.0/user/<userid>/services/CommPilotExpress/Profile
/v2.0/user/<userid>/services/Meetmeconference/<bridgeid>/conference
/v2.0/user/<userid>/services/MeetMeConference/<bridgeid>/conference/<meetm
econferenceId>
```

The following existing Xsi-Actions commands were deprecated in Release 19.0:

```
/v2.0/user/<userid>/services/customringbackuser/criteriaactivation
/v2.0/user/<userid>/services/directories/reportingServer
```

The following new Xsi-Events command was introduced in Release 19.0:

```
/v2.0/user/<userid>/subId/<subid>
```

The following existing Xsi-Events commands were modified in Release 19.0:

```
/v2.0/channel
/v2.0/channelset/<channelsetid>
/v2.0/enterprise/<enterpriseId>
/v2.0/enterprise/<enterpriseId>/group/<groupId>
/v2.0/serviceprovider/<serviceProviderId>
/v2.0/serviceprovider/<serviceProviderId>/group/
<groupId>
/v2.0/subscription
/v2.0/subscription/<subscriptionId>
/v2.0/system
/v2.0/user/<userId>
```

The following new event packages were introduced in Release 19.0:

```
Meet Me Conference
```

The following new event packages were modified in Release 19.0:

```
Advanced Call
Basic Call
Call Center Agent
Call Center Agent Monitoring
```


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```
Call Center Monitoring
Call Center Queue
Meet Me Conference
Standard Call
```

1.2 Interface Changes for Release 18.0

The following new Xsi-Actions commands were introduced in Release 18.0:

```
/v2.0/user/<userid>/services/integratedimp
/v2.0/user/<userid>/profile/device
/v2.0/user/<userid>/profile/impprofile
```

The following existing Xsi-Actions commands were modified in Release 18.0:

```
/v2.0/user/<userid>/profile
/v2.0/user/<userid>/services/attendantconsole/availableusers
/v2.0/user/<userid>/services/busylampfield/availableusers
/v2.0/user/<userid>/services/bwreceptionist
/v2.0/user/<userid>/services/bwreceptionist/monitoredusers
/v2.0/user/<userid>/services/bwreceptionist/availableusers
/v2.0/user/<userid>/directories/customcontact/<directoryname>
/v2.0/user/<userid>/directories/enterprise
/v2.0/user/<userid>/directories/group
/v2.0/user/<userid>/directories/supervisors
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/setlecturemode
```

No new Xsi-Events commands were introduced in Release 18.0. No existing Xsi-Events commands were modified in Release 18.0.

No event packages were introduced or modified in Release 18.0.

1.3 Interface Changes for Release 17.sp4

The following new Xsi-Actions commands were introduced in Release 17.sp4:

```
/v2.0/user/<userid>/services/callrecording
/v2.0/user/<userid>/calls/<callid>/record
/v2.0/user/<userid>/calls/<callid>/callretrieve
```

The following existing Xsi-Actions commands were modified in Release 17.sp4:

```
/v2.0/user/<userid>/profile
/v2.0/user/<userid>/calls/new
/v2.0/user/<userid>/calls/<callid>
/v2.0/user/<userid>/calls/escalate
/v2.0/user/<userid>/calls/callpickup
/v2.0/user/<userid>/calls/callreturn
/v2.0/user/<userid>/calls/directedcallpickup
/v2.0/user/<userid>/calls/directedcallpickupbargein
/v2.0/user/<userid>/calls/lastnumberredial
/v2.0/user/<userid>/calls/parkretrieve
/v2.0/user/<userid>/calls/pushtotalk
/v2.0/user/<userid>/calls/silentmonitor
/v2.0/user/<userid>/calls/silentmonitornext
/v2.0/user/<userid>/directories/enhancedcalllogs
/v2.0/user/<userid>/directories/enhancedcalllogs/missed
/v2.0/user/<userid>/directories/enhancedcalllogs/placed
/v2.0/user/<userid>/directories/enhancedcalllogs/received
```


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No new Xsi-Events commands were introduced in Release 17.sp4. No existing Xsi-Events commands were modified in Release 17.sp4.

The following new event package was introduced in Release 17.sp4:

```
Call Recording
```

The following existing event packages were modified in Release 17.sp4:

```
Basic Call
Standard Call
Advanced Call
```

1.4 Interface Changes for Release 17.sp3

The following new Xsi-Actions commands were introduced in Release 17.sp3:

```
/v2.0/user/<userid>/services/meetmeconference
/v2.0/user/<userid>/services/meetmeconference/<bridgeid>
/v2.0/user/<userid>/services/meetmeconference/<bridgeid>/conference
/v2.0/user/<userid>/services/meetmeconference/<bridgeid>/conference/<confe
renceid>
/v2.0/user/<userid>/calls/callmenow
/v2.0/user/<userid>/calls/conference/unmute
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/outgoingdial
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/mute
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/unmute
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/hold
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/retrieve
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>lock
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>unlock
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/startrecording
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/pauserecording
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/resumerecordin
g
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/stoprecording
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/setlecturemode
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/unsetlecturemo
de
```

The following existing Xsi-Actions commands were modified in Release 17.sp3:

```
/v2.0/user/<userid>/services/callcenter
/v2.0/user/<userid>/directories/agents
/v2.0/user/<userid>/directories/callcenters
/v2.0/callcenter/<callcenterid>/profile
```

No new Xsi-Events commands were introduced in Release 17.sp3. No existing Xsi-Events commands were modified in Release 17.sp3.

The following new event package was introduced in Release 17.sp3:

```
Call Park
```


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The following existing event packages were modified in Release 17.sp3:

```
Call Center Agent
Call Center Configuration
Call Center Queue
Route Point Queue
```

1.5 Interface Changes for Release 17.sp2

The following new Xsi-Actions commands were introduced in Release 17.sp2:

```
/v2.0/user/<userid>/directories/enterpisecommon
/v2.0/user/<userid>/directories/groupcommon
/v2.0/user/<userid>/directories/CallLogs/Missed/<callLogId>
/v2.0/user/<userid>/directories/CallLogs/Placed/<callLogId>
/v2.0/user/<userid>/directories/CallLogs/Received/<callLogId>
/v2.0/user/<userid>/directories/EnhancedCallLogs/Missed/<callLogId>
/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed/<callLogId>
/v2.0/user/<userid>/directories/EnhancedCallLogs/Received/<callLogId>
/v2.0/user/<userid>/directories/ReportingServers
/v2.0/user/<userid>/services/AgentCallCenterAssignedStatus
/v2.0/user/<userid>/services/CallCenterMonitoring
/v2.0/group/<groupid>/services/CallCenter/ExternalReporting
```

The following existing Xsi-Actions commands were modified in Release 17.sp2:

```
/v2.0/user/<userid>/directories/Agents
/v2.0/user/<userid>/directories/CallLogs
/v2.0/user/<userid>/directories/CallLogs/Missed
/v2.0/user/<userid>/directories/CallLogs/Received
/v2.0/user/<userid>/directories/CallLogs/Placed
/v2.0/user/<userid>/directories/CustomContact/<directoryName>
/v2.0/user/<userid>/directories/EnhancedCallLogs
/v2.0/user/<userid>/directories/EnhancedCallLogs/Missed
/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed
/v2.0/user/<userid>/directories/EnhancedCallLogs/Received
/v2.0/user/<userid>/directories/Enterprise
/v2.0/user/<userid>/directories/Group
/v2.0/user/<userid>/directories/Personal
/v2.0/user/<userid>/services/AttendantConsole/AvailableUsers
/v2.0/user/<userid>/services/BwReceptionist
/v2.0/user/<userid>/services/BwReceptionist/AvailableUsers
/v2.0/user/<userid>/services/BwReceptionist/MonitoredUsers
/v2.0/user/<userid>/services/BusyLampField/AvailableUsers
/v2.0/user/<userid>/services/CallCenter
```

No new Xsi-Events commands were introduced in Release 17.sp2. No existing Xsi-Events commands were modified in Release 17.sp2.

The following new event packages were introduced in Release 17.sp2:

```
Call Center Agent Monitoring
Call Center Monitoring
```

The following existing event package was modified in Release 17.sp2:

```
Call Center Agent
```


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2 Overview

2.1 Purpose

This document is the specification of the Xtended Service Interface. The Xtended Service Interface (hereafter referred to as the Xsi interface) allows remote applications to integrate with BroadWorks to perform telephony-related actions and to be notified about telephony events against subscribers hosted in a BroadWorks-powered network.

The BroadWorks Xsi interface allows applications to control a subscriber's telephony experience by supporting various kinds of call control requests and notifications. The interface defines a rich set of requests for call control, as well as services, and publishes or generates events that are used to inform applications about both call and service-related activity that occurs for subscribers.

For the remainder of this document, the "Xsi interface" and "interface" are used interchangeably, as are the terms "remote application" and "external application".

2.2 About This Document

Each section in this specification document serves a distinct purpose as follows:

- Section *3 Xsi-Actions* describes the Xsi-Actions application programming interfaces (APIs). These APIs allow a remote application to control and query BroadWorks. The section contains a functional description along with information on message encoding and backward compatibility. It also provides a detailed description of each command offered.
- Section *4 Xsi-Events* describes the Xsi-Events APIs and event notification mechanism. This API is used by a remote application to be notified when activity occurs for BroadWorks-based subscriber. The section contains a functional description along with information on message encoding and backward compatibility. It also provides a detailed description of events and available event packages.
- Section *5 XML Schema* describes the structure of the XML schema.

2.3 Scope of This Document

This document describes the functionality provided by Xsi-Actions and Xsi-Events. It assumes understanding of the call and service management concepts used by BroadWorks. For more information on these concepts, see the *Computer Telephony Integration Interface Specification* [2].

2.3.1 BroadWorks Deployment Mode

Depending on the deployment configuration, BroadWorks subscribers can be hosted on two types of Telephony Application Servers (TASs): An Execution Server or an Application server. The two server types can co-exist within the same network, however not all functionality is supported by the Execution Server.

BroadWorks returns an error when an attempt is made to use a command not available on an Execution Server. For instance, the command to query the hoteling service configuration for a user hosted on an Execution Server returns an error because the hoteling service is not supported on an Execution Server.

This document describes the Xsi interface functionality available for both the Application Server and Execution Server. When applicable, it indicates which functionality returns an error when invoked for a user hosted on an Execution Server.

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Note that no special mention is made for functionality that is simply not applicable to the Execution Server. For instance, the command to get the list of queued calls at a center cannot be used on an Execution Server simply because it is not possible to host a call center on an Execution Server. No special indication is made for such cases in the document.

For more information on the functionality supported service by an Execution Server, see the *BroadWorks Feature Overview* [7] and the *BroadWorks XS Mode Configuration Guide* [8].

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3 Xsi-Actions

3.1 Overview

Xsi-Actions are a set of RESTful APIs that allow access to resources on BroadWorks. For more information on REST, see the *RESTful Web Services* [1] . Each action is initiated by a client on a resource and a response is returned from a server. The action can be a modification or retrieval of data. Xsi-Actions expose a broad spectrum of functionality to support a variety of web applications. The areas exposed are:

- Call Management – Exposes real-time call control primitives, such as, Click To Dial, Answer, Hold, Transfer, and so on.
- Call Status – Exposes the real-time abilities to retrieve the list of active calls and determine the call state of those calls.
- Call Lists – Exposes the commonly accessed lists, such as placed, received, and missed call logs, as well as enterprise, group, and personal directories.
- Service Management – Exposes the ability to retrieve and configure services managed by the BroadWorks Application Server.

Xsi-Actions allow applications to operate on BroadWorks resources (for example, services or calls) using only the Hypertext Transfer Protocol (HTTP) and eXtensible Markup Language (XML).

3.2 Functional Description

3.2.1 Architecture and Messaging

The Xsi-Actions is a Web Application that runs in a container like the BroadWorks Xtended Services Platform (Xsp). Xsi-Actions is responsible for authenticating the requests received from the remote application. It is also responsible for providing request and response mapping and for routing events received from the BroadWorks core.

When an HTTP request is received from the remote application and successfully authenticated, then the request is processed by the BroadWorks core and an appropriate response is generated.

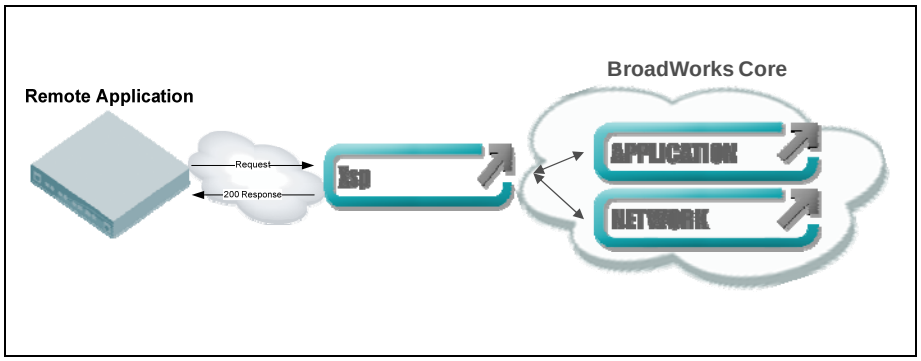

Figure 1 Xsi-Actions Request-response

3.2.2 Authorization

The Xsi-Actions is responsible for the authentication of the requesting user before performing the transaction being requested.

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The Xsi-Actions performs authorization using HTTP Basic Authentication. It should be noted that this authorization is not secure unless it is used over Hypertext Transfer Protocol Secure Sockets (HTTPS), which is the recommended configuration.

The Xsi-Actions supports two models for authentication:

- Internal Authentication – The Xsi performs a transaction against the BroadWorks core system to determine if the user is valid. This assumes that BroadWorks is the repository used for user and password data.
- External Authentication – The Xsi performs a transaction to a customer-provided authentication server, such as Site Minder, or some other Lightweight Directory Access Protocol (LDAP) database.

Lastly, it should be noted that the Xsi-Actions returns a cookie that is pre-authorized, which can be used for a period of time so that subsequent requests do not need to be authorized. It is recommended that this cookie be used to reduce the load on the system for applications that perform multiple requests. It should be noted, however, that an authorization header is still required even when using the cookie. (It is only for performance optimization.)

3.2.2.1 Internal Authentication

Internal Authentication is provided by default by BroadWorks. This requires all passwords to be stored on BroadWorks and to be maintained there. After the user is authorized, the request is sent to the appropriate place to be completed. It should be noted that authorization requests place a load on the core system when using Internal Authentication.

3.2.2.2 External Authentication

External Authentication is performed by a carrier-provided authentication server. All authorizations are performed on this server before the request is processed by the BroadWorks server. For more information, see the *BroadWorks External Portal Integration Guide Developer's Guide* [4].

3.2.2.3 Authorization with DN

In addition to authentication with a user ID and password, the Xsi-Actions web application allows authorization using a directory number (DN) and voice portal code. This allows applications, which cannot accept anything other than digits entered with a key pad, to authorize and use Xsi-Actions.

All end-user authorizations can perform this type of authentication. However, you cannot use a mix, such as, user ID and voice portal code or DN and password.

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3.2.3 Security

The Xsi-Actions has been designed for deployment in a Web 2.0 environment whereby end users can create applications to access their data on the BroadWorks platform. This openness, by definition, provides a greater opportunity for applications to cause problems in the network by accident, for example, either by a poorly written application or on purpose, by a denial of service attack.

The following security capabilities are part of the Xsi:

- Authentication – All requests to be processed must be authenticated before being processed. The authentication is performed by the Xsi before reaching the core network so that unauthenticated requests have no impact on the core network. Requests without authentication are challenged with a *401 Unauthorized*.
- Encryption – The Xsi supports the HTTPS Secure Sockets Layer (SSL) so that user names, passwords, and contents are protected from snooping. It is recommended that all applications use HTTPS. HTTP is permitted but can be turned off so that the Xsi only accepts HTTPS requests.
- Overload Controls – The Xsi has controls to restrict the transaction rate that it processes, as well as the transaction rate per any user, to protect the core network from a denial of service attack or from an unreasonable number of requests.
- Scope Control – The Xsi can be configured to only allow certain resources to be accessed. This would allow a configuration to not allow directories or certain services, if desired. In addition, the real-time components of call control and call states can be restricted on a per user basis, if desired.

In addition, the core network has the standard BroadWorks security policies, such as Overload Controls.

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3.3 Message Encoding

Each Xsi-Actions command is encoded in an HTTP request and is identified using the following attributes:

- Uniform Resource Locator (URL) in the form: http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/…
- Method: GET, POST, DELETE or PUT

Some commands have mandatory or optional parameters that are included in the query string of the request, for example,

http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/<command>?parm1=val1&parm2=val2

For each command listed in this document, the mandatory and optional parameters are described along with their allowed values and other information. It should be noted that the order of inclusion of parameters is not relevant and unrecognized parameters included in the query string are simply ignored by BroadWorks. A parameter can appear more than once in a query string. This is typically used to specify different values for a parameter that is used as a search criterion.

Example:

…&multiValueParm=Value1& multiValueParm=Value2& multiValueParm=Value3

Note that if multiple values are present for a parameter, then the decision as to whether to apply a logical OR operation or a logical AND operation among these values depends on the parameter specification.

Whether a query parameter can contain multiple values depends only on the parameter specification. In cases where the URL query strings erroneously contain multiple values for a parameter, then only the first value is taken into consideration.

In the following example, only Value1 is considered and Value2 is ignored.

…&singleValueParm=Value1&singleValueParm=Value2

3.3.1 Versioning

Xsi-Actions commands are versioned in two ways:

- Using the URL version information specified in the URL itself ("/v2.0/" in the URL). The URL version allows BroadSoft to introduce significant changes to command structures and schemas without breaking backward compatibility to prior Xsi-Actions versions. This document covers only Xsi command URL version v2.0.
- Using the protocol version information specified in the HTTP header. This version header is used to identify the exact protocol version of a "v2.0" URL. The protocol version allows BroadSoft to introduce smaller changes or improvements to existing commands, while also maintaining backward compatibility. For more information, see section *3.4.1.1 Specify Request Version*.

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3.3.2 HTTP Headers

HTTP request headers of interest to Xsi from the remote application include the following:

- Authorization: Contains the user credentials.
- Content-type: Should be set to "application/xml; charset=UTF-8" (recommendation, that is not enforced by Xsi). It can also contain "application/json". For more information, see section *3.3.3 HTTP Body*.
- X-BroadWorks-Protocol-Version: This header is optional. When set, it specifies the Xsi-Actions protocol version to use. For more information, see section *3.4.1.1 Specify Request Version*.
- Accept: This header is optional and can be set to "application/json". For more information, see section *3.3.3 HTTP Body*.

HTTP response headers of interest to the remote application and sent by Xsi-Action include the following:

- Status header with status code 200, 201, and so on
- Content-type: "application/xml" or "application/json". The character set (charset) depends on the type of response. For more information, see section *3.3.4 Character Sets*.

3.3.3 HTTP Body

The body of an Xsi-Action request or response can optionally carry a whole eXtensible Markup Language (XML) document. The body can be sent by the client on a PUT or POST, or returned to the client on a GET. The XML document must conform to the Xsi schema provided.

3.3.3.1 JSON

JSON is a lightweight text-based format for representing simple data structures. JSON is provided as an alternative to XML.

A remote application can indicate that it is sending JSON-formatted data in a PUT/POST/DELETE in two ways:

- By setting the content-type HTTP header to "application/json".
- By adding a request parameter format with value "json" in the URL. Note that the URL should appear as usual with the "format=json" appended to it. For example:

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/services/DoNotDisturb?format=json
```

Similarly, a remote application can indicate that it is expecting JSON-formatted data in a GET in two ways:

- By setting the accept HTTP header to "application/json".
- By adding a request parameter format with value "json" in the URL. The URL should look like as usual with a "format=json" appended to it.

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3.3.4 Character Sets

The following describes how Xsi-Actions determines the character set to use for the encoding of message bodies included in responses:

- Profile, service, and directory command responses – The authorized user's locale determines the character set used.
- Call command responses – UTF-8 is always used.
- Platform-level error responses – The Xtended Services Platform's default character set is used.

3.4 Backward Compatibility

Beginning with Release 17.0, Xsi-Actions is backward compatible for up to two major releases of BroadWorks. This allows BroadWorks to be upgraded without requiring code changes to the remote application that interworks with BroadWorks.

3.4.1 Requests

Each Xsi-Actions request is versioned against a BroadWorks release and the remote application sending a request specifies the request version by providing a number with the request. The version number provided can indicate a BroadWorks major or minor release, for example, "17.0", "17.sp1", or "18.0".

The version is a number that equals the BroadWorks version in which the request was introduced or in which the request is handled identically to that version. If any change occurs in the request parameters or in the parameters included in the response returned by BroadWorks, then a new version of the request is created and the existing version remains unchanged.

A remote application issuing a request that provides a specific version always receives the same response format, for as long as that version of the request is supported by BroadWorks. A versioned request is supported for two major BroadWorks releases, after which issuing that version of the request results in a "method not supported" error response.

3.4.1.1 Specify Request Version

The HTTP header *X-BroadWorks-Protocol-Version* is used to specify the request version. If this version header does not accompany a request, BroadWorks executes the command as if the latest version of the request was requested.

3.4.1.2 Example

Assuming an existing request in BroadWorks Release 17.0 is modified in 17.sp1 (for example, an additional parameter is returned in the response), a remote application could issue a request with *X-BroadWorks-Protocol-Version* set to "17.0" or "17.sp1". In this case, specifying 17.0 against a BroadWorks 17.sp1 deployment returns a response identical to the one issued for a 17.0 deployment. Specifying "17.sp1" returns a response with the changes as documented for the command's new version.

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3.4.2 XML Schema

The XML Schema defines types used by Xsi and is published with each release of BroadWorks.

Schema changes between successive BroadWorks major and minor releases are published along with the schema, that is, schema changes made in Release 17.sp1 are available with BroadWorks Release 17.sp1.

For example, assuming the *DoNotDisturb* type has been modified; schema files in the BroadWorks release in which the modification occurred would document this change.

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3.5 Command Description

3.5.1 Command Listing

Each Xsi-Actions command URL is located in the following high-level structure:

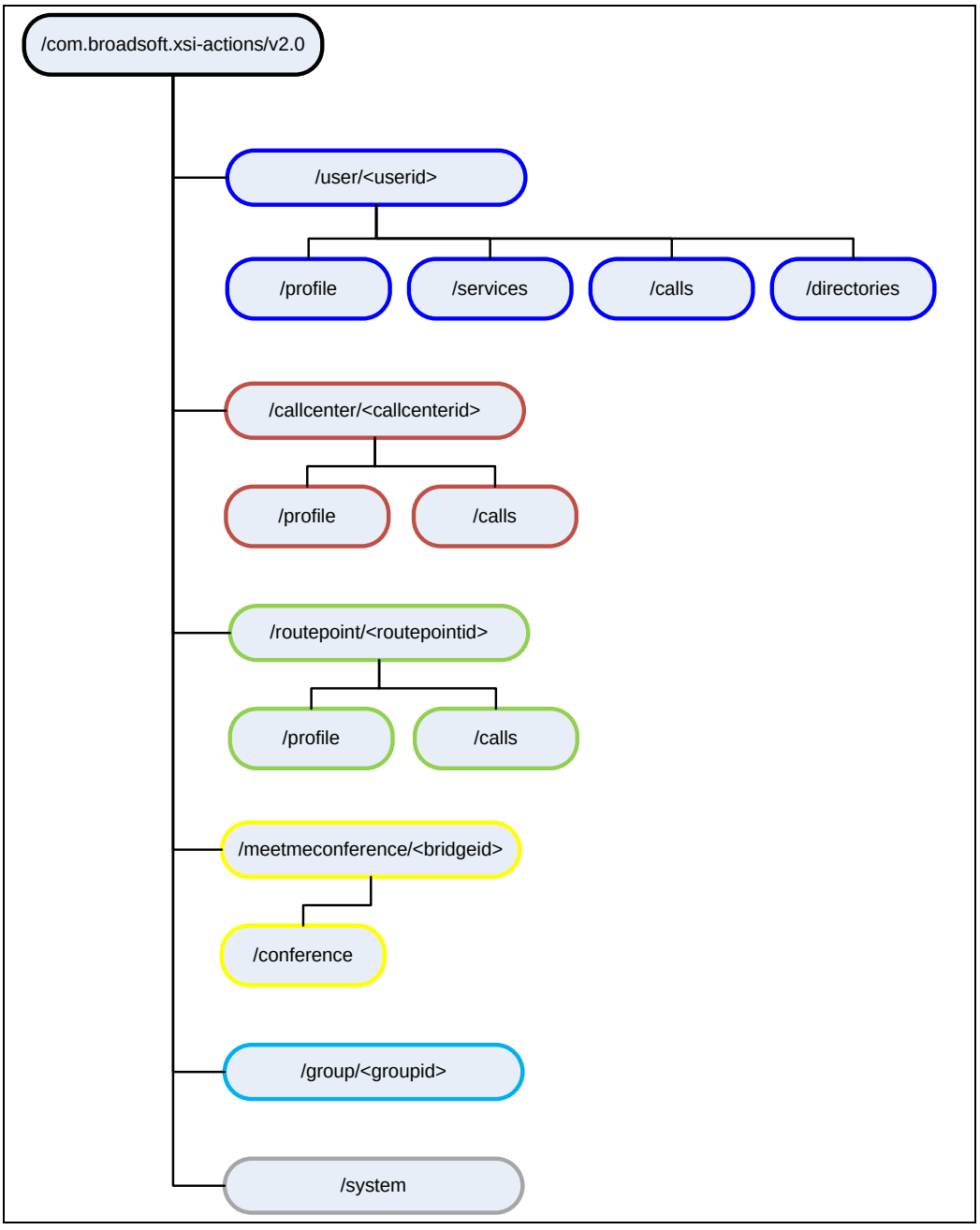

Figure 2 High-level Structure

The remainder of this section lists each Xsi-Actions command. These listings represent the complete API for Xsi-Actions. Since *http(s)://<host:port>/com.broadsoft.xsi-actions* is common to all command URLs, the following listings begin with /v2.0.

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3.5.1.1 User Profile Commands

```
/v2.0/user/<userid>/profile
/v2.0/user/<userid>/profile/Device
/v2.0/user/<userid>/profile/Fac
/v2.0/user/<userid>/profile/IMPProfile
/v2.0/user/<userid>/profile/Password/Portal
/v2.0/user/<userid>/profile/Schedule
/v2.0/user/<userid>/profile/Schedule/Holiday
/v2.0/user/<userid>/profile/Schedule/Holiday/<scheduleName>
/v2.0/user/<userid>/profile/Schedule/Time
/v2.0/user/<userid>/profile/Schedule/Time/<scheduleName>
/v2.0/user/<userid>/profile/Registrations
```

3.5.1.2 User Services Commands

```
/v2.0/user/<userid>/services
/v2.0/user/<userid>/services/AccountCodes
/v2.0/user/<userid>/services/agentCallCenterAssignedStatus
/v2.0/user/<userid>/services/AlternateNumbers
/v2.0/user/<userid>/services/AnonymousCallRejection
/v2.0/user/<userid>/services/AttendantConsole
/v2.0/user/<userid>/services/AttendantConsole/AvailableUsers
/v2.0/user/<userid>/services/AttendantConsole/DisplayFields
/v2.0/user/<userid>/services/AttendantConsole/MonitoredUsers
/v2.0/user/<userid>/services/AutomaticCallback
/v2.0/user/<userid>/services/AutomaticHoldRetrieve
/v2.0/user/<userid>/services/BargeInExempt
/v2.0/user/<userid>/services/BroadWorksAnywhere
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>/Criteria
/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>/Criteria
/<criteriaName>
/v2.0/user/<userid>/services/BroadworksMobility
/v2.0/user/<userid>/services/BusyLampField
/v2.0/user/<userid>/services/BusyLampField/MonitoredUsers
/v2.0/user/<userid>/services/BusyLampField/AvailableUsers
/v2.0/user/<userid>/services/BwReceptionist
/v2.0/user/<userid>/services/BwReceptionist/MonitoredUsers
/v2.0/user/<userid>/services/BwReceptionist/AvailableUsers
/v2.0/user/<userid>/services/CallCenter
/v2.0/user/<userid>/services/CallCenterMonitoring
/v2.0/user/<userid>/services/CallForwardingAlways
/v2.0/user/<userid>/services/CallForwardingBusy
/v2.0/user/<userid>/services/CallForwardingNoAnswer
/v2.0/user/<userid>/services/CallForwardingNotReachable
/v2.0/user/<userid>/services/CallForwardingSelective
/v2.0/user/<userid>/services/CallForwardingSelective/criteria
/v2.0/user/<userid>/services/CallForwardingSelective/criteria/<criteriaNam
e>
/v2.0/user/<userid>/services/CallingLineIDBlockingOverride
/v2.0/user/<userid>/services/CallingLineIDDeliveryBlocking
/v2.0/user/<userid>/services/CallingNameDelivery
/v2.0/user/<userid>/services/CallingNameRetrieval
/v2.0/user/<userid>/services/CallingNumberDelivery
/v2.0/user/<userid>/services/CallingPartyCategory
/v2.0/user/<userid>/services/CallMeNow
/v2.0/user/<userid>/services/CallMeNow/Criteria
/v2.0/user/<userid>/services/CallMeNow/Criteria/<criteriaName>
/v2.0/user/<userid>/services/CallNotify
```


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```
/v2.0/user/<userid>/services/CallPark
/v2.0/user/<userid>/services/CallRecording
/v2.0/user/<userid>/services/CallTransfer
/v2.0/user/<userid>/services/CallWaiting
/v2.0/user/<userid>/services/ChargeNumber
/v2.0/user/<userid>/services/CommPilotCallManager
/v2.0/user/<userid>/services/CommPilotExpress
/v2.0/user/<userid>/services/CommPilotExpress/Profile
/v2.0/user/<userid>/services/CommPilotExpress/AvailableInOffice
/v2.0/user/<userid>/services/CommPilotExpress/AvailableOutOfOffice
/v2.0/user/<userid>/services/CommPilotExpress/Busy
/v2.0/user/<userid>/services/CommPilotExpress/Unavailable
/v2.0/user/<userid>/services/ConnectedLineIdentificationPresentation
/v2.0/user/<userid>/services/ConnectedLineIdentificationRestriction
/v2.0/user/<userid>/services/CustomRingbackUser
/v2.0/user/<userid>/services/CustomRingbackUser/Criteria
/v2.0/user/<userid>/services/CustomRingbackUser/Criteria/<criteriaName>
/v2.0/user/<userid>/services/DirectedCallPickup
/v2.0/user/<userid>/services/DirectedCallPickupWithBargeIn
/v2.0/user/<userid>/services/DoNotDisturb
/v2.0/user/<userid>/services/ExternalCallingLineIDDelivery
/v2.0/user/<userid>/services/FaxMessaging
/v2.0/user/<userid>/services/GroupNightForwarding
/v2.0/user/<userid>/services/HotelingHost
/v2.0/user/<userid>/services/HotelingGuest
/v2.0/user/<userid>/services/InCallServiceActivation/v2.0/user/<userid>/se
rvices/IntegratedIMP
/v2.0/user/<userid>/services/InterceptUser
/v2.0/user/<userid>/services/InternalCallingLineIDDelivery
/v2.0/user/<userid>/services/LegacyAutomaticCallback
/v2.0/user/<userid>/services/MeetMeConference
/v2.0/user/<userid>/services/MeetMeConference/<bridgeid>
/v2.0/user/<userid>/services/MeetMeConference/<bridgeid>/conference
/v2.0/user/<userid>/services/MeetMeConference/<bridgeid>/conference/<confe
renceid>
/v2.0/user/<userid>/services/MusicOnHold
/v2.0/user/<userid>/services/MwiDeliveryToMobileEndpoint
/v2.0/user/<userid>/services/services/OutgoingMwi
/v2.0/user/<userid>/services/services/OutlookIntegration
/v2.0/user/<userid>/services/services/PriorityAlert
/v2.0/user/<userid>/services/services/PriorityAlert/Criteria
/v2.0/user/<userid>/services/services/PriorityAlert/Criteria
/<criteriaName>
/v2.0/user/<userid>/services/services/Privacy
/v2.0/user/<userid>/services/privacy/AllowedUsers
/v2.0/user/<userid>/services/privacy/AvailableUsers
/v2.0/user/<userid>/services/services/PushTotalk
/v2.0/user/<userid>/services/PushTotalk/AllowedUsers
/v2.0/user/<userid>/services/PushTotalk/AvailableUsers
/v2.0/user/<userid>/services/RemoteOffice
/v2.0/user/<userid>/services/SelectiveCallAcceptance
/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria
/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria/<criterianam
e>
/v2.0/user/<userid>/services/SelectiveCallRejection
/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria
/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria/<criterianame
>
/v2.0/user/<userid>/services/SequentialRing
/v2.0/user/<userid>/services/SequentialRing/Criteria
/v2.0/user/<userid>/services/SequentialRing/Criteria/<criterianame>
/v2.0/user/<userid>/services/SimultaneousRingPersonal
```


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```
/v2.0/user/<userid>/services/SimultaneousRingPersonal/Addresses
/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria
/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria/<criteriana
me>
/v2.0/user/<userid>/services/SpeedDial100
/v2.0/user/<userid>/services/SpeedDial100/<code>
/v2.0/user/<userid>/services/SpeedDial8
/v2.0/user/<userid>/services/ThirdPartyVoicemailSupport
/v2.0/user/<userid>/services/VoiceMessaging
/v2.0/user/<userid>/services/VoiceMessaging/Aliases
/v2.0/user/<userid>/services/VoiceMessaging/Aliases/<phoneNumber>
/v2.0/user/<userid>/services/VoiceMessaging/DistributionLists/<listid>
/v2.0/user/<userid>/services/VoiceMessaging/Greetings
/v2.0/user/<userid>/services/VoiceMessaging/MailServer
/v2.0/user/<userid>/services/VoicePortal
```

3.5.1.3 User Call Control Commands

```
/v2.0/user/<userid>/calls
/v2.0/user/<userid>/calls/New
/v2.0/user/<userid>/calls/<callid>
/v2.0/user/<userid>/calls/DispositionCode/<code>
/v2.0/user/<userid>/calls/<callid>/DispositionCode/<code>
/v2.0/user/<userid>/calls/<callid>/BlindTransfer
/v2.0/user/<userid>/calls/<callid1>/ConsultTransfer/<callid2>
/v2.0/user/<userid>/calls/<callid>/EmergencyEscalate
/v2.0/user/<userid>/calls/Escalate
/v2.0/user/<userid>/calls/<callid>/FindMeFollowMeCallPush/<callId>
/v2.0/user/<userid>/calls/<callid>/GroupCallPark
/v2.0/user/<userid>/calls/<callid>/Hold
/v2.0/user/<userid>/calls/<callid>/MuteTransfer
/v2.0/user/<userid>/calls/<callid>/Park
/v2.0/user/<userid>/calls/<callid>/Reconnect
/v2.0/user/<userid>/calls/<callid>/Record
/v2.0/user/<userid>/calls/<callid>/Talk
/v2.0/user/<userid>/calls/<callid>/TransmitDTMF
/v2.0/user/<userid>/calls/<callid>/VmTransfer
/v2.0/user/<userid>/calls/AutomaticCallback
/v2.0/user/<userid>/calls/CallMeNow
/v2.0/user/<userid>/calls/CallPickup
/v2.0/user/<userid>/calls/CallRetrieve
/v2.0/user/<userid>/calls/CallReturn
/v2.0/user/<userid>/calls/Conference
/v2.0/user/<userid>/calls/Conference/<callid>
/v2.0/user/<userid>/calls/Conference/<callid>/Deaf
/v2.0/user/<userid>/calls/Conference/<callid>/Mute
/v2.0/user/<userid>/calls/Conference/<callid>/UnDeaf
/v2.0/user/<userid>/calls/Conference/<callid>/UnMute
/v2.0/user/<userid>/calls/Conference/Hold
/v2.0/user/<userid>/calls/Conference/Talk
/v2.0/user/<userid>/calls/Conference/Unmute
/v2.0/user/<userid>/calls/<callId>/CustomerOriginatedTrace
/v2.0/user/<userid>/calls/CustomerOriginatedTrace
/v2.0/user/<userid>/calls/DirectedCallPickup
/v2.0/user/<userid>/calls/DirectedCallPickupBargeIn
/v2.0/user/<userid>/calls/Imrn
/v2.0/user/<userid>/calls/LastNumberRedial
/v2.0/user/<userid>/calls/ParkRetrieve
/v2.0/user/<userid>/calls/PushToTalk
/v2.0/user/<userid>/calls/SilentMonitor
/v2.0/user/<userid>/calls/SilentMonitorNext
```


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```
/v2.0/user/<userid>/calls/MessageSummary
```

3.5.1.4 User Directory Commands

```
/v2.0/user/<userid>/directories/Agents
/v2.0/user/<userid>/directories/BroadWorksAnywherePortal
/v2.0/user/<userid>/directories/CallCenters?user=Agent
/v2.0/user/<userid>/directories/CallCenters?user=Supervisor
/v2.0/user/<userid>/directories/CallLogs
/v2.0/user/<userid>/directories/CallLogs/Missed
/v2.0/user/<userid>/directories/CallLogs/Missed/<callLogId>
/v2.0/user/<userid>/directories/CallLogs/Placed
/v2.0/user/<userid>/directories/CallLogs/Placed/<callLogId>
/v2.0/user/<userid>/directories/CallLogs/Received
/v2.0/user/<userid>/directories/CallLogs/Received/<callLogId>
/v2.0/user/<userid>/directories/CustomContact
/v2.0/user/<userid>/directories/CustomContact/<directoryName>
/v2.0/user/<userid>/directories/EnhancedCallLogs
/v2.0/user/<userid>/directories/EnhancedCallLogs/Missed
/v2.0/user/<userid>/directories/EnhancedCallLogs/Missed/<callLogId>
/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed
/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed/<callLogId>
/v2.0/user/<userid>/directories/EnhancedCallLogs/Received
/v2.0/user/<userid>/directories/EnhancedCallLogs/Received/<callLogId>
/v2.0/user/<userid>/directories/Enterprise
/v2.0/user/<userid>/directories/EnterpriseCommon
/v2.0/user/<userid>/directories/Group
/v2.0/user/<userid>/directories/GroupCommon
/v2.0/user/<userid>/directories/HotelingHosts
/v2.0/user/<userid>/directories/Personal
/v2.0/user/<userid>/directories/Supervisors
```

3.5.1.5 Call Center Profile Commands

```
/v2.0/callcenter/<callcenterid>/profile
/v2.0/callcenter/<callcenterid>/profile/DispositionCode
/v2.0/callcenter/<callcenterid>/profile/Dnis
/v2.0/callcenter/<callcenterid>/profile/Dnis/<dnisName>
/v2.0/callcenter/<callcenterid>/profile/policies/ForcedForwarding
/v2.0/callcenter/<callcenterid>/profile/policies/NightService
```

3.5.1.6 Call Center Call Control Commands

```
/v2.0/callcenter/<callcenterid>/calls
/v2.0/callcenter/<callcenterid>/calls/<callid>
/v2.0/callcenter/<callcenterid>/calls/<callid>/BlindTransfer
/v2.0/callcenter/<callcenterid>/calls/<callid>/Promote
/v2.0/callcenter/<callcenterid>/calls/<callid>/Reorder
```

3.5.1.7 RoutePoint Profile Commands

```
/v2.0/routepoint/<routepointid>/profile
/v2.0/routepoint/<routepointid>/profile/State
```


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3.5.1.8 RoutePoint Call Control Commands

```
/v2.0/routepoint/<routepointid>/calls
/v2.0/routepoint/<routepointid>/calls/<callid>
/v2.0/routepoint/<routepointid>/calls/<callid>/Bounce
/v2.0/routepoint/<routepointid>/calls/<callid>/BlindTransfer
/v2.0/routepoint/<routepointid>/calls/<callid>/Distribute
/v2.0/routepoint/<routepointid>/calls/<callid>/Fail
/v2.0/routepoint/<routepointid>/calls/<callid>/PlayBusy
/v2.0/routepoint/<routepointid>/calls/<callid>/PlayMusicOnHold
/v2.0/routepoint/<routepointid>/calls/<callid>/PlayRingback
/v2.0/routepoint/<routepointid>/calls/<callid>/PlaySilence
/v2.0/routepoint/<routepointid>/calls/<callid>/PlayTreatment
/v2.0/routepoint/<routepointid>/calls/New
```

3.5.1.9 MeetMeConference Conference Control Commands

```
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/outgoingdial
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/mute
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/unmute
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/hold
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/calls/<callid>
/retrieve
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>lock
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>unlock
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/startrecording
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/pauserecording
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/resumerecordin
g
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/stoprecording
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/setlecturemode
/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>/unsetlecturemo
de
```


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3.5.1.10 Group Services Commands

```
/v2.0/group/<groupid>/services/CallCenter/UnavailableCodes
/v2.0/group/<groupid>/services/CallCenter/ExternalReporting
```

3.5.1.11 System Services Commands

```
/v2.0/system/services/RoutePoint/ApplicationController/<applicationContro
llerId>
```

3.5.2 User Profile Commands: /user/<userid>/profile

3.5.2.1 profile

This command is used to retrieve the profile information for a particular user. It returns information about a user as stored in BroadWorks. It also allows for retrieval of users' feature access codes (FACs) and device registrations, as well as schedules, for the Holiday and Time Schedule services.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1" ?> <Profile xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <details> <userId>negi001@172.16.25.102</userId> <firstName>Subhash</firstName> <lastName>Negi</lastName> <groupId>gp1</groupId> <serviceProvider isEnterprise="false"> sp1</serviceProvider> <number>5006007004</number> <extension>7004</extension> </details> <additionalDetails> <mobile xsi:nil="true" /> <yahooId xsi:nil="true" /> <pager xsi:nil="true" /> <emailAddress>subhashnegi@gmail.com </emailAddress> <title xsi:nil="true" /> <location xsi:nil="true" /> <department xsi:nil="true" /> <impId>user@domain.net</impId> </additionalDetails> <passwordExpiresDays>21</passwordExpiresDays> <fac>/v2.0/user/negi001@172.16.25.102/profile/Fac </fac> <registrations>/v2.0/user/negi001@172.16.25.102/profile/Reg

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	istrations </registrations> <scheduleList>/v2.0/user/negi001@172.16.25.102/profile/Schedule </scheduleList> <portalPasswordChange>/v2.0/user/negi001@172.16.25.102/profile/Password/Portal </portalPasswordChange> <countryCode>1</countryCode></Profile>

3.5.2.2 profile/device

This command is used to retrieve information for a list of devices corresponding to the primary and shared call appearance devices for the user.

BroadWorks Anywhere and Mobility locations are not returned in this devices list.

Method Description:

URI	http(s)://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/device
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AccessDevices xmlns="http://schema.broadsoft.com/xsi"> <accessDevice> <deviceName>CC-David@callcenter.test</deviceName> <deviceLevel>System</deviceLevel> <deviceType>Polycom</deviceType> <deviceLinePort>10.2.202.18:5060</deviceLinePort> <deviceTypeUrl>http://10.2.202.18/dev</deviceTypeUrl> <deviceUserNamePassword> <userName>CC-David@callcenter.test</userName> <password>gfhjjkl</password> </deviceUserNamePassword> <version>Grandstream BT100 1.0.5.23</version> </accessDevice> </AccessDevices>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
deviceType	String	O	Search criteria for a user's device types. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion.*
onlySoftClient	True, False	O	When this option is set to "true", all devices having their "Autoconfiguration Soft Client" option set are returned. Default value is "false".

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3.5.2.3 profile/Fac

This command is used to retrieve all feature access codes configured for services, which are assigned for a particular user. For each feature access code, the name and code are returned. If an alternate code has been defined for a feature access code in BroadWorks, then that alternate code is also returned.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/Fac
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <FAC xmlns="http://schema.broadsoft.com/xsi"> <featureAccessCode> <codeName>Night Service Activation Manual Override</codeName> <code>#70</code> <alternateCode>#60</alternateCode> </featureAccessCode> <featureAccessCode> <codeName>Call Forwarding Not Reachable Deactivation</codeName> <code>*95</code> </featureAccessCode> </FAC>

3.5.2.4 profile/impprofile

The service is used to retrieve the Instant Messaging and Presence (IM&P) profile for the user.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/impprofile
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <IMPProfile xmlns="http://schema.broadsoft.com/xsi"> <serviceNetAddress>imptest.com</serviceNetAddress> <servicePort>8888</servicePort> <impUserId>CC-David@imp.com></impUserId> <boshURL> https://company.server.com:7070/boshBinding/</boshURL> </IMPProfile>

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3.5.2.5 profile/Password/Portal

This command is used to reset the BroadWorks web portal password. This password is used to log in to the BroadWorks web portal as well as any BroadWorks client applications; it is also the password used to authenticate a subscriber over the BroadWorks OCI-P, CAP, and Xsi Interfaces.

NOTE: This service sends password information as clear text to BroadWorks. It is recommended to use Hypertext Transfer Protocol Secure Sockets (HTTPS) to perform this command.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/Password/Portal
Command Category	Service Management
Methods	PUT
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <Portal xmlns="http://schema.broadsoft.com/xsi"> <oldPassword>ladmin</oldPassword> <newPassword>admin</newPassword> </Portal>
PUT Response Content	No Content

3.5.2.6 profile/Schedule

This command is used to retrieve the schedules assigned to a user. Holiday and Time schedules form the list of schedules a user can have. This command returns the name and type of each user schedule.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/Schedule
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <Schedule xmlns="http://schema.broadsoft.com/xsi"> <scheduleDetail type="Holiday"> <name>HolidayOne</name> </scheduleDetail> <scheduleDetail type="Time"> <name>TimeSchedule</name> </scheduleDetail> </Schedule>

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3.5.2.6.1 profile/Schedule/Holiday

This command is used to retrieve only the list of Holiday schedules assigned to a user. The response here is a subset of the profile/Schedule command, returning only schedules of type="Holiday".

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/schedule/holiday
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <Schedule xmlns="http://schema.broadsoft.com/xsi"> <scheduleDetail type="Holiday"> <name>HolidayOne</name> </scheduleDetail> </Schedule>

3.5.2.6.2 profile/Schedule/Holiday/<scheduleName>

This command is used to retrieve detailed information about the specified Holiday schedule. The response lists information about the Holiday schedule, as well as all events that are defined within this schedule.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/Schedule/Holiday/<scheduleName>
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1" ?> <Schedule xmlns="http://schema.broadsoft.com/xsi"> <scheduleDetail type="Time"> <name>HolidayOne</name> <level>User</level> <events> <eventDetail> <eventName>HolidayEventOne</eventName> <startDate>2010-03-22+05:30</startDate> <allDayEvent>true</allDayEvent> <endDate>2010-03-23+05:30</endDate> <recurrence> <recurDaily> <recurInterval>2</recurInterval> </recurDaily> <recurEndOccurrence>2 </recurEndOccurrence> </recurrence>

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```
      </eventDetail>
      <eventDetail>
        <eventName>HolidayEventTwo</eventName>
        <startDate>2010-03-23+05:30</startDate>
        <startTime>
          <hour>8</hour>
          <minute>0</minute>
        </startTime>
        <endTime>
          <hour>22</hour>
          <minute>0</minute>
        </endTime>
        <endDate>2010-03-24+05:30</endDate>
        <recurrence>
          <recurWeekly>
            <recurInterval>1</recurInterval>
            <sunday>false</sunday>
            <monday>false</monday>
            <tuesday>true</tuesday>
            <wednesday>false</wednesday>
            <thursday>true</thursday>
            <friday>false</friday>
            <saturday>true</saturday>
          </recurWeekly>
          <recurEndDate>2010-03-24+05:30
          </recurEndDate>
        </recurrence>
      </eventDetail>
    </events>
  </scheduleDetail>
</Schedule>
```

3.5.2.6.3 profile/Schedule/Time

This command is used to retrieve on the list of Time schedules assigned to a user. The response here is a subset of the profile/Schedule command, returning only schedules of type="Time".

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/Schedule/Time
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1" ?> <Schedule xmlns="http://schema.broadsoft.com/xsi"> <scheduleDetail type="Time"> <name>TimeSchedule</name> </scheduleDetail> </Schedule>

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3.5.2.6.4 profile/Schedule/Time/<scheduleName>

This command is used to retrieve detailed information about the specified Time schedule, identified by the name in the command's URL. The response lists information about the time schedule, as well as all events that are defined within this schedule.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/Schedule/Time/<scheduleName>
Command Category	Service Management
Methods	GET
GET Request - Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1" ?> <Schedule xmlns="http://schema.broadsoft.com/xsi"> <scheduleDetail type="Time"> <name>TimeSchedule</name> <level>User</level> <events> <eventDetail> <eventName>TimeEventOne</eventName> <startDate>2010-03-26+05:30</startDate> <startTime> <hour>7</hour> <minute>30</minute> </startTime> <endTime> <hour>23</hour> <minute>30</minute> </endTime> <endDate>2010-03-28+05:30</endDate> <recurrence> <recurYearlyByWeek> <recurInterval>1</recurInterval> <dayOfWeek>Tuesday</dayOfWeek> <dayOfWeekInMonth>Fourth </dayOfWeekInMonth> <month>June</month> </recurYearlyByWeek> <recurEndOccurrence>2 </recurEndOccurrence> </recurrence> </eventDetail> <eventDetail> <eventName>TimeEventTwo</eventName> <startDate>2010-04-01+05:30</startDate> <allDayEvent>true</allDayEvent> <endDate>2010-04-02+05:30</endDate> <recurrence> <recurMonthlyByWeek> <recurInterval>1</recurInterval> <dayOfWeekInMonth>Third </dayOfWeekInMonth> <dayOfWeek>Saturday</dayOfWeek> </recurMonthlyByWeek> <recurEndDate>2010-04-02+05:30 </recurEndDate>

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	</recurrence> </eventDetail> </events> </scheduleDetail> </Schedule>

3.5.2.7 profile/Registrations

This command is used to retrieve the list of Session Initiation Protocol (SIP) registrations that belong to devices or device endpoints that belong to a user.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/profile/Registrations
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1" ?> <Registrations xmlns="http://schema.broadsoft.com/xsi"> <registration> <endpointType>Primary</endpointType> <uri>sip:9998881010@64.215.212.105:41106</uri> <expiration>Wed Apr 07 06:24:51 EDT 2010 </expiration> <linePort>9998881010@as.eng.broadsoft.com </linePort> <publicIP>10.16.150.100</publicIP> <publicPort>5060</publicPort> <privateIP>192.168.1.51</privateIP> <privatePort>5060</privatePort> <userAgent>Grandstream BT100 1.0.5.23</userAgent> </registration> </Registrations>

3.5.3 User Services Commands: /user/<userid>/services

NOTE: For the commands listed in this section, the PUT method is used to modify the attributes of a service. The elements included in the XML document are used to update the corresponding service attributes. Optional elements (that is, minOccurs="0") can be omitted, in which case the corresponding service attribute is left unchanged. Setting an element to "nil" when supported by the schema, is typically used to clear a service attribute or service list. In addition, some elements cannot be modified through the Xtended Services Interface. In these cases, the elements are ignored when included in the XML document.

3.5.3.1 Services

This command is used to retrieve all assigned services for the identified subscriber. The response contains the service names and the corresponding Xtended Services Interface resource URL for the service, if the Xtended Services Interface has support for that service. If a particular service is not available via Xsi-Actions, the corresponding resource tag for that service is not present in the response.

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This command would allow, for example, a client/application to query all services assigned to a user, and then simply access the URL provided in the <uri> tag to present information for each specific service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <Services xmlns="http://schema.broadsoft.com/xsi"> <service> <name>Anonymous Call Rejection</name> <uri>/v2.0/user/negi001@172.16.25.102/services/anonymouscallrejection </uri> </service> <service> <name>Do Not Disturb</name> <uri>/v2.0/user/negi001@172.16.25.102/services/donotdisturb </uri> </service> <service> <name>Hoteling Guest</name> <uri>/v2.0/user/negi001@172.16.25.102/services/hotelingguest </uri> </service> </Services>

3.5.3.2 services/AccountCodes

This command is used to retrieve the list of account/authorization codes associated with the given user. These codes are defined at the group level, but are accessible by users.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AccountCodes
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version=*"1.0"* encoding=*"ISO-8859-1"* ?> <AccountCodes xmlns=*"http://schema.broadsoft.com/xsi"*> <codeEntry> <code>000000</code> <description>AccountCodeOne</description> </codeEntry> </AccountCodes>

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3.5.3.3 services/agentCallCenterAssignedStatus

This command is used to retrieve detail information regarding call center licenses assigned to a user.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/agentCallCenterAssignedStatus
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="iso-8859-1"?> <AgentCallCenterAssignedStatus xmlns="http://schema.broadsoft.com/xsi"> <isCallCenterBasicAssigned>true </isCallCenterBasicAssigned> <isCallCenterStandardAssigned>true </isCallCenterStandardAssigned> <isCallCenterPremiumAssigned>true </isCallCenterPremiumAssigned> </AgentCallCenterAssignedStatus>

3.5.3.4 services/AlternateNumbers

This command is used to retrieve the user's alternate numbers or to modify the profile of an alternate number which has already been configured by the administrator.

- Retrieving the list of alternate numbers: An HTTP GET retrieves the list of alternate numbers.
- Modifying the profile of an alternate number: An HTTP PUT modifies the alternate number profile. Specifically, a distinctive ring pattern can be set for each alternate number, provided that the user's device supports it. The *phoneNumber* and *extension* elements are ignored for PUT requests, if they are present. Any attempt to modify the ring pattern of an alternate number which has not already been configured by the administrator will also be ignored.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AlternateNumbers
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1" ?> <AlternateNumbers xmlns="http://schema.broadsoft.com/xsi"> <distinctiveRing>true</distinctiveRing> <numberEntry> <alternateNumberId>1</alternateNumberId> <phoneNumber>5006007014</phoneNumber> <extension>7014</extension> <ringPattern>Short-Short-Long</ringPattern> </numberEntry> <numberEntry> <alternateNumberId>2</alternateNumberId> <phoneNumber>5006007015</phoneNumber> <extension>7015</extension> <ringPattern>Long-Long</ringPattern> </numberEntry> </AlternateNumbers>
PUT Request Content	<?xml version="1.0" encoding="UTF-8" ?> <AlternateNumbers xmlns="http://schema.broadsoft.com/xsi"> <distinctiveRing>true</distinctiveRing> <numberEntry> <alternateNumberId>1</alternateNumberId> <ringPattern>Short-Short-Long</ringPattern> </numberEntry> </AlternateNumbers>
PUT Response Content	No Content

3.5.3.5 services/AnonymousCallRejection

This command is used to retrieve (GET method) or modify (PUT method) the settings of Anonymous Call Rejection.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AnonymousCallRejection
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AnonymousCallRejection xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </AnonymousCallRejection>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AnonymousCallRejection xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </AnonymousCallRejection>
PUT Response Content	No Content

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3.5.3.6 services/AttendantConsole

This command is used to retrieve (GET method) and modify (PUT method) the settings of Attendant Console.

In an HTTP PUT, the existing Attendant Console details are replaced with the details in the request. It should be noted that the *allowUserViewCallDetails* element is read only and cannot be modified. For the modification of the *monitoredUserList*, only the user ID of monitored users is required; other elements are ignored. If the *MonitoredUserList* is set to "nil", then the configured monitored users list is simply cleared.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AttendantConsole
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AttendantConsole xmlns="http://schema.broadsoft.com/xsi"> <launchOnLogin>true</launchOnLogin> <allowUserViewCallDetails>true </allowUserViewCallDetails> <displayFields> <displayField>Status</displayField> <displayField>Name</displayField> <displayField>Phone Number</displayField> <displayField>Extension</displayField> <displayField>Action</displayField> </displayFields> <monitoredUsers> <userDetails> <userId>negi003@172.16.25.102</userId> <firstName>negi003</firstName> <lastName>negi003</lastName> <hiranganaLastName>negi003 </hiranganaLastName> <hiranganaFirstName>negi003 </hiranganaFirstName> </userDetails> <userDetails> <userId>negi002@172.16.25.102</userId> <firstName>negi002</firstName> <lastName>negi002</lastName> <hiranganaLastName>negi002 </hiranganaLastName> <hiranganaFirstName>negi002 </hiranganaFirstName> </userDetails> </monitoredUsers> </AttendantConsole>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <AttendantConsole xmlns="http://schema.broadsoft.com/xsi"> <launchOnLogin>true</launchOnLogin> <displayFields> <displayField>Email</displayField> </displayFields> <monitoredUsers> <userDetails> <userid>negi001@172.16.25.102</userid> </userDetails> </monitoredUsers> </AttendantConsole>
PUT Response Content	No Content

3.5.3.6.1 services/AttendantConsole/AvailableUsers

This command is used to retrieve the list of available users who can be monitored for Attendant Console.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AttendantConsole/AvailableUsers
Command Category	Service Management
Version	17.sp2
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userid>negi002@172.16.25.102</userid> <firstName>Subhash</firstName> <lastName>negi002</lastName> <hiranganaLastName>negi002</hiranganaLastName> <hiranganaFirstName>Subhash </hiranganaFirstName> </userDetails> <userDetails> <userid>negi003@172.16.25.102</userid> <firstName>Subhash</firstName> <lastName>negi003</lastName> <hiranganaLastName>negi003</hiranganaLastName> <hiranganaFirstName>Subhash </hiranganaFirstName> </userDetails> </AvailableUsers>

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user's last name. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
deptId	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

3.5.3.6.2 services/AttendantConsole/DisplayFields

This service is a subset of the *AttendantConsole* service for display fields.

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AttendantConsole/DisplayFields`
Command Category	`Service Management`
Methods	`GET, PUT`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<displayFields>`
	`  <displayField>Status</displayField>`
	`  <displayField>Name</displayField>`
	`  <displayField>Phone Number</displayField>`
	`</displayFields>`

PUT Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<displayFields>`
	`  <displayField>Pager</displayField>`
	`</displayFields>`

PUT Response Content	`No Content`

3.5.3.6.3 services/AttendantConsole/MonitoredUsers

This service is a subset of the *AttendantConsole* service for monitored users.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-`

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	actions/v2.0/user/<userid>/services/AttendantConsole/MonitoredUsers
Command Category	Service Management
Methods	GET, PUT
GET Request Content	No Content
GET Response Content	<xsi:monitoredUsers xmlns:xsi="http://schema.broadsoft.com/xsi"> <xsi:userDetails> <xsi:userId>negi003@172.16.25.102</xsi:userId> <xsi:firstName>negi003</xsi:firstName> <xsi:lastName>negi003</xsi:lastName> <xsi:hiranganaLastName>negi003 </xsi:hiranganaLastName> <xsi:hiranganaFirstName>negi003 </xsi:hiranganaFirstName> </xsi:userDetails> <xsi:userDetails> <xsi:userId>negi002@172.16.25.102</xsi:userId> <xsi:firstName>negi002</xsi:firstName> <xsi:lastName>negi002</xsi:lastName> <xsi:hiranganaLastName>negi002 </xsi:hiranganaLastName> <xsi:hiranganaFirstName>negi002 </xsi:hiranganaFirstName> </xsi:userDetails> </xsi:monitoredUsers>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <monitoredUsers> <userDetails> <userid>negi001@172.16.25.102</userid> </userDetails> </monitoredUsers>
PUT Response Content	No Content

3.5.3.7 services/AutomaticCallback

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Automatic Callback service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AutomaticCallback
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AutomaticCallback xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </AutomaticCallback>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AutomaticCallback xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </AutomaticCallback>
PUT Response Content	No Content

3.5.3.8 services/AutomaticHoldRetrieve

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Automatic Hold Retrieve service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/AutomaticHoldRetrieve
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AutomaticHoldRetrieve xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <recallTimerSeconds>120</recallTimerSeconds> </AutomaticHoldRetrieve>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AutomaticHoldRetrieve xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <recallTimerSeconds>60</recallTimerSeconds> </AutomaticHoldRetrieve>
PUT Response Content	No Content

3.5.3.9 services/BargeInExempt

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Barge-In Exempt service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BargeInExempt
Command Category	Service Management

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Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BargeInExempt xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </BargeInExempt>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BargeInExempt xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </BargeInExempt>
PUT Response Content	No Content

3.5.3.10 services/BroadWorksAnywhere

This command is used to retrieve (GET method) and modify (PUT method) the settings of the BroadWorks Anywhere service.

An HTTP GET also retrieves a list of BroadWorks Anywhere locations, which includes the URL that can be used to obtain details on each location.

An HTTP PUT can be used to modify the general settings of the service, or the settings of each individual location. This command cannot be used to modify a location's *phoneNumber* element, to add selective criteria, or to add a location. For this command, the *phoneNumber* is used to reference the existing location. It should be noted that the *phoneNumber* element must include the country code element.

The *services/BroadWorksAnywhere/Location/<number>* command can be used to modify the *phoneNumber* element of a BroadWorks Anywhere location.

The *services/BroadWorksAnywhere/Location/<number>/criteria* command can be used to add a criteria to an existing BroadWorks Anywhere location.

The *services/BroadWorksAnywhere/Location* command can be used to create a new BroadWorks Anywhere location.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BroadWorksAnywhere
Command Category	Service Management
Methods	GET, PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksAnywhere xmlns="http://schema.broadsoft.com/xsi"> <alertAllLocationsForClickToDialCalls>false </alertAllLocationsForClickToDialCalls> <alertAllLocationsForGroupPagingCalls>false </alertAllLocationsForGroupPagingCalls> <locations> <location> <locationUri> /v2.0/user/negi004@172.16.25.102/services/broadworksanywhere/location/34234234 </locationUri> <phoneNumber>34234234</phoneNumber> <active>true</active> <description>Testing</description> </location> </locations> </BroadWorksAnywhere>
PUT Request Content	<?xml version=*"1.0"* encoding=*"UTF-8"*?> <BroadWorksAnywhere xmlns=*"http://schema.broadsoft.com/xsi"*> <alertAllLocationsForClickToDialCalls>true </alertAllLocationsForClickToDialCalls> <alertAllLocationsForGroupPagingCalls>false </alertAllLocationsForGroupPagingCalls> <locations> <location> <phoneNumber countryCode=*"1"*>111111 </phoneNumber> <active>true</active> <description>HomeLocation</description> <criteriaActivations> <criteriaActivation> <criteriaName>Home</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivations> </location> </locations> </BroadWorksAnywhere>
PUT Response Content	No Content

3.5.3.10.1 services/BroadWorksAnywhere/Location

This command is used to create a BroadWorks Anywhere location.

A successful HTTP POST request returns a *Location* header with the URL of the BroadWorks Anywhere location created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BroadWorksAnywhere/Location
Command Category	Service Management
Methods	POST

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POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <BroadWorksAnywhereLocation xmlns="http://schema.broadsoft.com/xsi"> <phoneNumber>34234234</phoneNumber> <description>Testing</description> <active>true</active> <outboundAlternateNumber> 4534345345 </outboundAlternateNumber> <broadworksCallControl>True</broadworksCallControl> <useDiversionInhibitor>True</useDiversionInhibitor> <answerConfirmationRequired>false </answerConfirmationRequired> <criteriaActivation> <criteriaName>Busy</criteriaName> <active>true</active> </criteriaActivation> </BroadWorksAnywhereLocation>
POST Response Content	No Content

3.5.3.10.2 services/BroadWorksAnywhere/Location/<number>

This command is used to retrieve (GET method), update (PUT method), and delete (DELETE method) a BroadWorks Anywhere location.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>
Command Category	Service Management
Methods	GET,PUT,DELETE
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksAnywhereLocation xmlns="http://schema.broadsoft.com/xsi"> <phoneNumber>34234234</phoneNumber> <description>Testing</description> <active>true</active> <outboundAlternateNumber> 4534345345 </outboundAlternateNumber> <broadworksCallControl>true</broadworksCallControl> <useDiversionInhibitor>true</useDiversionInhibitor> <answerConfirmationRequired> false </answerConfirmationRequired> <criteriaActivation> <criteriaName>Busy</criteriaName> <active>true</active> <uri> /v2.0/user/negi004@172.16.25.102/services/broadworksanywhere/location/34234234/Criteria/Busy </uri> </criteriaActivation> </BroadWorksAnywhereLocation>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksAnywhereLocation xmlns="http://schema.broadsoft.com/xsi"> <phoneNumber>34234234</phoneNumber> <description>Testing</description> <active>true</active> <outboundAlternateNumber> 4534345345 </outboundAlternateNumber> <broadworksCallControl>true</broadworksCallControl> <useDiversionInhibitor>true</useDiversionInhibitor> <answerConfirmationRequired>false</answerConfirmationRequired> </BroadWorksAnywhereLocation>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

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3.5.3.10.3 services/BroadWorksAnywhere/Location/<number>/Criteria

This command is used to create criteria for a BroadWorks Anywhere location.

A successful HTTP POST request returns a *Location* header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>/Criteria
Command Category	Service Management
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <BroadWorksAnywhereLocationCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>Busy</criteriaName> <timeSchedule> <level>User</level> <name>TimeSchdule1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySchedule</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection>Any </fromDnCriteriaSelection> <includeAnonymousCallers>true </includeAnonymousCallers> <includeUnavailableCallers>true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>4534564556</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </BroadWorksAnywhereLocationCriteria>
POST Response Content	No Content

3.5.3.10.4 services/BroadWorksAnywhere/Location/<number>/Criteria/<criteriaName>

This command is used to retrieve (GET method), update (PUT method), and delete (DELETE method) criteria for a BroadWorks Anywhere location.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BroadWorksAnywhere/Location/<number>/Criteria/<criteriaName>
Command Category	Service Management

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Methods	GET, PUT, DELETE
GET Request Content	No Content Sent
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksAnywhereLocationCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>TestCriteria</criteriaName> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> false </includeUnavailableCallers> </criteriaFromDn> </criteria> </BroadWorksAnywhereLocationCriteria>
PUT Request Content	No Content Sent
PUT Response Content	<?xml version="1.0" encoding="UTF-8"?> <BroadWorksAnywhereLocationCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName> NewTestCriteria </criteriaName> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> </criteriaFromDn> </criteria> </BroadWorksAnywhereLocationCriteria>
DELETE Request Content	No Content Sent
DELETE Response Content	No Content Sent

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3.5.3.1 services/BroadworksMobility

The *services/broadworksmobility* URL allows for the retrieval (GET method) and update (PUT method) of the BroadWorks Mobility service details for a user.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BroadworksMobility
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BroadWorksMobility xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <phonesToRing>Both</phonesToRing> <mobilePhoneNumber>9726980000</mobilePhoneNumber> <alertClickToDialCalls>false</alertClickToDialCalls> <alertGroupPagingCalls>false</alertGroupPagingCalls> <enableDiversionInhibitor> false </enableDiversionInhibitor> <requireAnswerConfirmation> false </requireAnswerConfirmation> <broadworksCallControl>false</broadworksCallControl> </BroadWorksMobility>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <BroadWorksMobility xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <phonesToRing>Both</phonesToRing> <mobilePhoneNumber>9726980000</mobilePhoneNumber> <alertClickToDialCalls>false</alertClickToDialCalls> <alertGroupPagingCalls>false</alertGroupPagingCalls> <enableDiversionInhibitor> false </enableDiversionInhibitor> <requireAnswerConfirmation> false </requireAnswerConfirmation> <broadworksCallControl> false </broadworksCallControl> </BroadWorksMobility>
PUT Response Content	No Content

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3.5.3.2 services/BusyLampField

This command is used to retrieve (GET method) and modify (PUT method) the settings of the Busy Lamp Field service.

In an HTTP PUT, the existing Busy Lamp Field details are replaced with the details in the request. To modify the *monitoredUserList*, only the user IDs of monitored users are required; other elements are ignored. If the *MonitoredUserList* is set to "nil", then the configured monitored users list is simply cleared.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BusyLampField
Command Category	Service Management
Methods	GET/PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BusyLampField xmlns="http://schema.broadsoft.com/xsi"> <listURI>nav001@172.16.25.102</listURI> <monitoredUserList> <userDetails> <userId>nav001@172.16.25.102</userId> <firstName>nav001</firstName> <lastName>nav001</lastName> <hiranganaLastName>nav001</hiranganaLastName> <hiranganaFirstName>nav001</hiranganaFirstName> </userDetails> <userDetails> <userId>nav002@172.16.25.102</userId> <firstName>nav001</firstName> <lastName>nav001</lastName> <hiranganaLastName>nav001</hiranganaLastName> <hiranganaFirstName>nav001</hiranganaFirstName> </userDetails> </monitoredUserList> </BusyLampField>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <BusyLampField xmlns="http://schema.broadsoft.com/xsi"> <listURI>nav001@172.16.25.102</listURI> <monitoredUserList> <userDetails> <userId>nav002@172.16.25.102</userId> </userDetails> <userDetails> <userId>nav003@172.16.25.102</userId> </userDetails> </monitoredUserList> </BusyLampField>
PUT Response Content	No Content

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3.5.3.2.1 services/BusyLampField/MonitoredUsers

This URI retrieves and updates only the monitored user details of the Busy Lamp Field.

In a PUT request on monitored user's URI, the existing Busy Lamp Field *monitoredUserList* details are replaced with *monitoredUserList* details from the request.

NOTE: To modify the *monitoredUserList,* the request requires only the user IDs of monitored users, the remaining elements are ignored (if present). If the *monitoredUserList* is set to "nil", then the execution of the request clears the configured monitored users list.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BusyLampField/MonitoredUsers
Command Category	Service Management
Methods	GET, PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <monitoredUserList> <userDetails> <userId>animesh@172.16.25.102</userId> <firstName>animesh</firstName> <lastName>animesh</lastName> <hiranganaLastName>animesh</hiranganaLastName> <hiranganaFirstName>animesh </hiranganaFirstName> </userDetails> <userDetails> <userId>kanchan@172.16.25.102</userId> <firstName>kanchan</firstName> <lastName>kanchan</lastName> <hiranganaLastName>kanchan</hiranganaLastName> <hiranganaFirstName>kanchan </hiranganaFirstName> </userDetails> </monitoredUserList>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <monitoredUserList> <userDetails> <userId>kanchan@172.16.25.102</userId> </userDetails> </monitoredUserList>
PUT Response Content	No Content

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3.5.3.2.2 services/BusyLampField/AvailableUsers

This URI retrieves a list of available users who can be monitored for the Busy Lamp Field.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BusyLampField/AvailableUsers`
Command Category	`Service Management`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<AvailableUsers xmlns="http://schema.broadsoft.com/xsi">`
	`  <userDetails>`
	`  <userId>nav003@172.16.25.102</userId>`
	`  <firstName>nav003</firstName>`
	`  <lastName>nav003</lastName>`
	`  <hiranganaLastName>nav003</hiranganaLastName>`
	`  <hiranganaFirstName>nav003</hiranganaFirstName>`
	`  </userDetails>`
	`  <userDetails>`
	`  <userId>negi004@172.16.25.102</userId>`
	`  <firstName>negi004</firstName>`
	`  <lastName>negi004</lastName>`
	`  <hiranganaLastName/><hiranganaFirstName/>`
	`  </userDetails>`
	`</AvailableUsers>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user's last name. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
groupId	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
deptId	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

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3.5.3.3 services/BwReceptionist

The BroadWorks Receptionist URL allows for the retrieval and update of this service's details for a user.

In an HTTP PUT, the existing BroadWorks Receptionist details are replaced with those sent in the request. To modify the *monitoredUserList*, only the user IDs of monitored users are required; other elements are ignored. If the *MonitoredUserList* is set to "nil", then the configured monitored users list is simply cleared.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BwReceptionist
Command Category	Service Management
Methods	GET/PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="iso-8859-1"?> <BroadWorksReceptionist xmlns="http://schema.broadsoft.com/xsi"> <monitoredUsers> <userDetails> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <hiranganaLastName>john8</hiranganaLastName> <hiranganaFirstName>south</hiranganaFirstName> <groupId>South_as87</groupId> <number>+15146987608</number> <extension>608</extension> <additionalDetails> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </additionalDetails> </userDetails> <userDetails> <userId>north00@mtlasdev87.net</userId> <firstName>john0</firstName> <lastName>north</lastName> <groupId>North_as87</groupId> <number>+15146987500</number> <extension>500</extension> </userDetails> </monitoredUsers> </BroadWorksReceptionist>

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PUT Request Content	<?xml version="1.0" encoding="iso-8859-1"?> <BroadWorksReceptionist xmlns="http://schema.broadsoft.com/xsi"> <monitoredUsers> <userDetails> <userId>south08@mtlasdev87.net</userId> </userDetails> <userDetails> <userId>north00@mtlasdev87.net</userId> </userDetails> </monitoredUsers> </BroadWorksReceptionist>
PUT Response Content	No Content

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
receptionistType	enterprise, office, smallbusiness	M	Determines the type of the Receptionist as any one of “Enterprise”, “Office”, or “SmallBusiness”, for which the details are retrieved or modified.

3.5.3.3.1 services/BwReceptionist/MonitoredUsers

This URI retrieves and updates the monitored users for a BroadWorks Receptionist application.

- In a GET/PUT request, the parameter, *receptionistType,* determines the type of the Receptionist as any one of “Enterprise”, “Office”, or “SmallBusiness”, for which the details are retrieved or modified.
- In a PUT request on the monitored user’s URI, the existing BroadWorks Receptionist *monitoredUserList* details are replaced with the *monitoredUserList* details from the request.

NOTE: To modify the *monitoredUserList,* the request requires only the user IDs of monitored users, the remaining elements are ignored (if present). If the *monitoredUserList* is set to “nil”, then the execution of the request clears the configured monitored users list.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BwReceptionist/MonitoredUsers
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="iso-8859-1"?> <monitoredUsers> <userDetails> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <hiranganaLastName>john8</hiranganaLastName> <hiranganaFirstName>south</hiranganaFirstName> <groupId>South_as87</groupId> <number>+15146987608</number> <extension>608</extension> <additionalDetails> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </additionalDetails> </userDetails> <userDetails> <userId>north00@mtlasdev87.net</userId> <firstName>john0</firstName> <lastName>north</lastName> <groupId>North_as87</groupId> <number>+15146987500</number> <extension>500</extension> </userDetails> </monitoredUsers>
PUT Request Content	<?xml version="1.0" encoding="iso-8859-1"?> <monitoredUsers> <userDetails> <userId>south08@mtlasdev87.net</userId> </userDetails> <userDetails> <userId>north00@mtlasdev87.net</userId> </userDetails> </monitoredUsers>
PUT Response Content	No Content

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
receptionistType	enterprise, office, smallbusiness	M	Determines the type of the Receptionist as any one of “Enterprise”, “Office”, or “SmallBusiness”, for which the details are retrieved or modified.

3.5.3.3.2 services/BwReceptionist/AvailableUsers

This URI retrieves a list of available users who can be monitored by the BroadWorks Receptionist.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is “1000”.

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/BwReceptionist/AvailableUsers

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Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="iso-8859-1"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userId>north00@mtlasdev87.net</userId> <firstName>john0</firstName> <lastName>north</lastName> <groupId>North_as87</groupId> <number>+15146987500</number> <extension>875-500</extension> </userDetails> <userDetails> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <hiranganaLastName>john8</hiranganaLastName> <hiranganaFirstName>south</hiranganaFirstName> <groupId>South_as87</groupId> <number>+15146987608</number> <extension>608</extension> <additionalDetails> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </additionalDetails> </userDetails> </AvailableUsers>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
receptionistType	enterprise, office, smallbusiness	M	Determines the type of the Receptionist as any one of “Enterprise”, “Office”, or “SmallBusiness”, for which the details are retrieved or modified.
firstName	String	O	Search criteria for a user’s first name. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user’s last name. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
groupId	String	O	Search criteria for a user’s group ID. Wild cards are not supported for this search criterion.
deptId	String	O	Search criteria for a user’s department. Wild cards are not supported for this search criterion.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

3.5.3.4 services/CallCenter

This command is used to retrieve (GET method) and modify (PUT method) the settings of the Call Center (Basic, Standard, or Premium) service.

The response to the GET method also contains the list of assigned call centers, along with the current join status for each call center. The PUT method can be used to modify the join status of the agent for any of the assigned call centers. The *phoneNumber*, *extension*, and *isLogOffAllowed* elements cannot be modified, and are ignored when included.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallCenter`
Command Category	`Service Management`
Methods	`GET,PUT`
GET Request Content	`No Content`

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallCenter xmlns="http://schema.broadsoft.com/xsi"> <agentACDState>Sign-In</agentACDState> <useDefaultGuardTimer>true</useDefaultGuardTimer> <enableGuardTimer>false</enableGuardTimer> <guardTimerSeconds>5</guardTimerSeconds> <useSystemDefaultUnavailableSettings>true </useSystemDefaultUnavailableSettings> <forceAgentUnavailableOnDNDActivation>false /forceAgentUnavailableOnDNDActivation> <forceUnavailableOnPersonalCalls>false </forceUnavailableOnPersonalCalls> <forceAgentUnavailableOnBouncedCallLimit>false </forceAgentUnavailableOnBouncedCallLimit> <numberConsecutiveBouncedCallsToForceAgentUnavailable>3 </numberConsecutiveBouncedCallsToForceAgentUnavailable> <makeOutgoingCallsAsCallCenter>false </makeOutgoingCallsAsCallCenter> <callCenterList> <callCenterDetails> <serviceUserId>g1PremiumCallCenter</serviceUserId> <available>true</available> <phoneNumber>9728880010</phoneNumber> <extension>0010</extension> <isLogOffAllowed>true</isLogOffAllowed> <skillLevel>9</skillLevel> </callCenterDetails> </callCenterList> </CallCenter>
PUT Request Content	<?xml version="1.0" encoding="iso-8859-1"?> <CallCenter xmlns="http://schema.broadsoft.com/xsi"> <agentACDState>Available</agentACDState> <useDefaultGuardTimer>true</useDefaultGuardTimer> <enableGuardTimer>false</enableGuardTimer> <guardTimerSeconds>5</guardTimerSeconds> <useSystemDefaultUnavailableSettings> true</useSystemDefaultUnavailableSettings> <forceAgentUnavailableOnDNDActivation> false</forceAgentUnavailableOnDNDActivation> <forceUnavailableOnPersonalCalls> false</forceUnavailableOnPersonalCalls> <forceAgentUnavailableOnBouncedCallLimit> false</forceAgentUnavailableOnBouncedCallLimit> <numberConsecutiveBouncedCallsToForceAgentUnavailable> 3</numberConsecutiveBouncedCallsToForceAgentUnavailable> <makeOutgoingCallsAsCallCenter> false</makeOutgoingCallsAsCallCenter> <callCenterList> <callCenterDetails> <serviceUserId>callcenter@mtlasdev87.net </serviceUserId> <available>true</available> </callCenterDetails> </callCenterList> </CallCenter>
PUT Response Content	No Content

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
validateSignOut	True/False	O	When this option is set to "true", BroadWorks validates whether the agent can sign out without leaving stranded calls in the call centers that the agent is staffing. If the value of the *validateSignOut* parameter is set to "true", and if any other elements other than the *agentACDState* are present in the put request, then the request is rejected. In addition, if the value of the *validateSignOut* parameter is set to "true", and if the *agentACDState* is any value other than "Sign-Out", then the request is rejected. If the put request meets the *validateSignOut* and *agentACDState* conditions, then the put request returns a successful response only if the user is not the last staffing agent of any call center in which the agent is assigned. In the case of a success response, the agent state is changed to "Sign-Out". In the case of an error response, the state remains unchanged. The client can invoke the "directories/CallCenters" command to obtain additional information about the call centers for which the agent is last staffing and how many calls are remaining in those queues. The default value is "false".

3.5.3.5 services/CallCenterMonitoring

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Center Monitoring service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallCenterMonitoring`
Command Category	`Service Management`
Methods	`GET,PUT`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="iso-8859-1"?>`
	`<CallCenterMonitoring`
	`xmlns="http://schema.broadsoft.com/xsi">`
	`  <playToneToAgentForSilentMonitoring>`
	`  false</playToneToAgentForSilentMonitoring>`
	`</CallCenterMonitoring>`

PUT Request Content	`<?xml version="1.0" encoding="utf-8"?>`
	`<CallCenterMonitoring`
	`xmlns="http://schema.broadsoft.com/xsi">`
	`  <playToneToAgentForSilentMonitoring>false`
	`  </playToneToAgentForSilentMonitoring>`
	`</CallCenterMonitoring>`

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PUT Response Content	No Content

3.5.3.6 services/CallForwardingAlways

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Forwarding Always service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallForwardingAlways
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingAlways xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+91-2223334455</forwardToPhoneNumber> <ringSplash>true</ringSplash> </CallForwardingAlways>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingAlways xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+91-2223334455 </forwardToPhoneNumber> <ringSplash>false</ringSplash> </CallForwardingAlways>
PUT Response Content	No Content

3.5.3.7 services/CallForwardingBusy

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Forwarding Busy service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallForwardingBusy
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingBusy xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>23234434223 </forwardToPhoneNumber> </CallForwardingBusy>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingBusy xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>23234434223</forwardToPhoneNumber> </CallForwardingBusy>
PUT Response Content	No Content

3.5.3.8 services/CallForwardingNoAnswer

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Forwarding No Answer service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallForwardingNoAnswer
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingNoAnswer xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+1-221131313 </forwardToPhoneNumber> <numberOfRings>5</numberOfRings> </CallForwardingNoAnswer>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingNoAnswer xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+1-221131313 </forwardToPhoneNumber> <numberOfRings>7</numberOfRings> </CallForwardingNoAnswer>
PUT Response Content	No Content

3.5.3.9 services/CallForwardingNotReachable

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Forwarding Not Reachable service.

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Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallForwardingNotReachable
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingNotReachable xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>+1-221131313 </forwardToPhoneNumber> </CallForwardingNotReachable>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingNotReachable xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <forwardToPhoneNumber>+1-221131313</forwardToPhoneNumber> </CallForwardingNotReachable>
PUT Response Content	No Content

3.5.3.10 services/CallForwardingSelective

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Forwarding Selective service.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

The PUT method is used to modify the general attributes of the service and can also be used to activate or deactivate a specific criterion. To modify the attributes of a specific criterion, the application should be using the PUT method on the */services/callforwardingselective/criteria/<criteriaName>*. The criterion attributes included in the XML document (other than the "active" element) are ignored. The criteria not included in the XML document are unchanged.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallForwardingSelective
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingSelective xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <defaultForwardToPhoneNumber>

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	0002 </defaultForwardToPhoneNumber> <playRingReminder>false</playRingReminder> <criteriaActivations> <criteriaActivation> <criteriaName>criteria2</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/ callforwardingselective/criteria/criteria2</uri> </criteriaActivation> <criteriaActivation> <criteriaName>criteria3</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/ callforwardingselective/criteria/criteria3</uri> </criteriaActivation> <criteriaActivation> <criteriaName>criteriaTEST</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/ callforwardingselective/criteria/criteriaTEST</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria10</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/ callforwardingselective/criteria/criteria10</uri> </criteriaActivation> <criteriaActivation> <criteriaName>criteria1</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/ callforwardingselective/criteria/criteria1</uri> </criteriaActivation> **</criteriaActivations>** </CallForwardingSelective>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallForwardingSelective xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <defaultForwardToPhoneNumber> 0002 </defaultForwardToPhoneNumber> <playRingReminder>true</playRingReminder> </CallForwardingSelective>
PUT Response Content	No Content

3.5.3.10.1 services/CallForwardingSelective/criteria

This command is used to add a Call Forwarding Selective criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallForwardingSelective/criteria

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Command Category	Services
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallForwardingSelectiveCriteria xmlns="http://schema.broadsoft.com/xsi"> <forwardToNumberSelection> Forward To Specified Number </forwardToNumberSelection> <forwardToPhoneNumber>0001</forwardToPhoneNumber> <criteria> <criteriaName>Criteria10</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0006</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </CallForwardingSelectiveCriteria>
POST Response Content	No Content

3.5.3.10.2 services/CallForwardingSelective/criteria/<criteriaName>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) the specified Call Forwarding Selective service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL ("uri" element) that can be used to obtain details on the configured schedule.

The PUT method is used to modify the attributes of a selected criterion. To activate or deactivate a specific criterion, the application should use the PUT method on the */services/callforwardingselective* command. The "uri" schedule element is ignored when included in the XML document.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallForwardingSelective/criteria/<criterianame>

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Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallForwardingSelectiveCriteria xmlns="http://schema.broadsoft.com/xsi"> <forwardToNumberSelection>Forward To Specified Number</forwardToNumberSelection> <forwardToPhoneNumber>0001</forwardToPhoneNumber> <criteria> <criteriaName>Criteria10</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/callforwardingselec tive/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/callforwardingselec tive/criteria/criteria1 </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0006</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </CallForwardingSelectiveCriteria>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallForwardingSelectiveCriteria xmlns="http://schema.broadsoft.com/xsi"> <criteria> <criteriaName>Criteria10</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0006</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </CallForwardingSelectiveCriteria>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.11 services/CallingLineIDBlockingOverride

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Calling Line ID Blocking Override service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallingLineIDBlockingOverride
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingLineIDBlockingOverride xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </CallingLineIDBlockingOverride>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingLineIDBlockingOverride xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </CallingLineIDBlockingOverride>
PUT Response Content	No Content

3.5.3.12 services/CallingLineIDDeliveryBlocking

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Calling Line ID Delivery Blocking service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallingLineIDDeliveryBlocking
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingLineIDDeliveryBlocking xmlns="http://schema.broadsoft.com/xsi "> <active>true</active> </CallingLineIDDeliveryBlocking>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingLineIDDeliveryBlocking xmlns="http://schema.broadsoft.com/xsi "> <active>false</active> </CallingLineIDDeliveryBlocking>
PUT Response Content	No Content

3.5.3.13 services/CallingNameDelivery

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Calling Name Delivery service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallingNameDelivery
Command Category	Services
Methods	GET,PUT

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GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingNameDelivery xmlns="http://schema.broadsoft.com/xsi"> <isActiveForExternalCalls>true</isActiveForExternalCalls> <isActiveForInternalCalls>true</isActiveForInternalCalls> </CallingNameDelivery>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallingNameDelivery xmlns="http://schema.broadsoft.com/xsi"> <isActiveForExternalCalls> true </isActiveForExternalCalls> <isActiveForInternalCalls> true </isActiveForInternalCalls> </CallingNameDelivery>
PUT Response Content	No Content

3.5.3.14 services/CallingNameRetrieval

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Calling Name Retrieval service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallingNameRetrieval
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingNameRetrieval xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </CallingNameRetrieval>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingNameRetrieval xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </CallingNameRetrieval>
PUT Response Content	No Content

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3.5.3.15 services/CallingNumberDelivery

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Calling Number Delivery service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallingNumberDelivery
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingNumberDelivery xmlns="http://schema.broadsoft.com/xsi"> <isActiveForExternalCalls>true</isActiveForExternalCalls> <isActiveForInternalCalls>true</isActiveForInternalCalls> </CallingNumberDelivery>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallingNumberDelivery xmlns="http://schema.broadsoft.com/xsi"> <isActiveForExternalCalls> true </isActiveForExternalCalls> <isActiveForInternalCalls> true </isActiveForInternalCalls> </CallingNumberDelivery>
PUT Response Content	No Content

3.5.3.16 services/CallingPartyCategory

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Calling Party Category service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallingPartyCategory
Command Category	Service Management
Methods	GET
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallingPartyCategory xmlns="http://schema.broadsoft.com/xsi"> <category>Ordinary</category> </CallingPartyCategory>

3.5.3.17 services/CallMeNow

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Me Now service.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

The PUT method is used to modify the general attributes of the service and can also be used to activate or deactivate a specific criterion. To modify the attributes of a specific criterion, the application should use the PUT method on the */services/callmenow/criteria/<criteriaName>*. The criterion attributes included in the XML document (other than the "active" element) are ignored. The criteria not included in the XML document are unchanged.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallMeNow
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallMeNow xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <answerConfirmation>Passcode</answerConfirmation> <criteriaActivations> <criteriaActivation> <criteriaName>criteria1</criteriaName> <active>true</active> <uri> /v2.0/user/userSP1A@broadworks/services/callmenow/criteria/criteria1 </uri> </criteriaActivation> <criteriaActivation> <criteriaName>criteria6</criteriaName> <active>true</active> <uri> /v2.0/user/userSP1A@broadworks/services/callmenow/criteria/criteria6 </uri> </criteriaActivation> </criteriaActivations> </CallMeNow>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallMeNow xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <answerConfirmation>Passcode</answerConfirmation> <criteriaActivations> <criteriaActivation> <criteriaName>criteria1</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivations> </CallMeNow>
PUT Response Content	No Content

3.5.3.17.1 services/CallMeNow/Criteria

This command is used to add a Call Me Now service criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallMeNow/Criteria
Command Category	Services
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallMeNowCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteria7</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaToDn> <toDnCriteriaSelection> Specified Only </toDnCriteriaSelection> <phoneNumberList> <phoneNumber>00001</phoneNumber> </phoneNumberList> </criteriaToDn> </criteria> </CallMeNowCriteria>
POST Response Content	No Content

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3.5.3.17.2 services/CallMeNow/Criteria/<criteriaName>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) the specified Call Me Now service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL ("uri" element) that can be used to obtain details on the configured schedule.

The PUT method is used to modify the attribute of a selected criterion. To activate or deactivate a specific criterion, the application should be using the PUT method on the /services/callmenow command. The "uri" schedule element is ignored when included in the XML document.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/ CallMeNow/Criteria /<criteriaName>
Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallMeNowCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteria7</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/callmenow/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/callmenow/criteria/criteria1 </uri> </holidaySchedule> <criteriaToDn> <toDnCriteriaSelection> Specified Only </toDnCriteriaSelection> <phoneNumberList> <phoneNumber>00001</phoneNumber> </phoneNumberList> </criteriaToDn> </criteria> </CallMeNowCriteria>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallMeNowCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteria7</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaToDn> <toDnCriteriaSelection> Specified Only </toDnCriteriaSelection> <phoneNumberList> <phoneNumber>00001</phoneNumber> </phoneNumberList> </criteriaToDn> </criteria></CallMeNowCriteria>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.18 services/CallNotify

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Notify service.

In an HTTP PUT, existing criteria can be enabled or disabled, but additional criteria cannot be added.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallNotify
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallNotify xmlns="http://schema.broadsoft.com/xsi "> <callNotifyEmailAddress>ankur.garg@globallogic.com </callNotifyEmailAddress> <criteriaActivation> <criteriaName>time</criteriaName> <active>false</active> </criteriaActivation> </CallNotify>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallNotify xmlns="http://schema.broadsoft.com/xsi"> <callNotifyEmailAddress>ankur.garg@globallogic.com </callNotifyEmailAddress> <criteriaActivation> <criteriaName>time</criteriaName> <active>false</active> </criteriaActivation> </CallNotify>
PUT Response Content	No Content

3.5.3.19 services/CallPark

This command is used to find the list of Call Park groups to which the user belongs, if any, and the list of users in the group.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallPark
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallPark xmlns="http://schema.broadsoft.com/xsi"> <callParkGroup>Grp1</callParkGroup> <userDetailsList> <userDetails> <userId>eventssp1user1@172.16.25.159</userId> <lastName>eventssp1user1</lastName> <firstName>eventssp1user1</firstName> <hiraganaLastName>eventssp1user1</hiraganaLastName> <hiraganafirstName>eventssp1user1</hiraganafirstName> </userDetails> <userDetails> <userId>eventssp1user2@172.16.25.159</userId> <lastName>eventssp1user2</lastName> <firstName>eventssp1user2</firstName> <hiraganaLastName>eventssp1user2</hiraganaLastName> <hiraganafirstName>eventssp1user2</hiraganafirstName> </userDetails> </userDetailsList> </CallPark>

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3.5.3.20 services/CallRecording

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Recording service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/callrecording
Command Category	Service Management
Methods	GET, PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="iso-8859-1"?> <CallRecording xmlns="http://schema.broadsoft.com/xsi"> <recordingMode>on-demand</recordingMode> </CallRecording>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CallRecording xmlns="http://schema.broadsoft.com/xsi"> <recordingMode>always</recordingMode> </CallRecording>
PUT Response Content	No Content

3.5.3.21 services/CallTransfer

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Transfer service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallTransfer
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallTransfer xmlns="http://schema.broadsoft.com/xsi "> <isRecallActive>true</isRecallActive> <recallNumberOfRings>5</recallNumberOfRings> <enableBusyCampOn>true</enableBusyCampOn> <busyCampOnSeconds>130</busyCampOnSeconds> <useDiversionInhibitorForBlindTransfer>true </useDiversionInhibitorForBlindTransfer> <useDiversionInhibitorForConsultativeCalls>true </useDiversionInhibitorForConsultativeCalls> </CallTransfer>

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PUT Request Content	<?xml version="1.0" encoding=ISO-8859-1"?> <CallTransfer xmlns=http://schema.broadsoft.com/xsi> <isRecallActive>true</isRecallActive> <recallNumberOfRings>5</recallNumberOfRings> <enableBusyCampOn>true</enableBusyCampOn> <busyCampOnSeconds>130</busyCampOnSeconds> <useDiversionInhibitorForBlindTransfer>true </useDiversionInhibitorForBlindTransfer> <useDiversionInhibitorForConsultativeCalls>true </useDiversionInhibitorForConsultativeCalls> </CallTransfer>
PUT Response Content	No Content

3.5.3.22 services/CallWaiting

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Call Waiting service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CallWaiting
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallWaiting xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </CallWaiting>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallWaiting xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </CallWaiting>
PUT Response Content	No Content

3.5.3.23 services/ChargeNumber

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Charge Number service.

Method Description:

URI	https://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/ChargeNumber
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ChargeNumber xmlns="http://schema.broadsoft.com/xsi"> <useChargeNumberForEnhancedTranslations>true</useChargeNumberForEnhancedTranslations> <sendChargeNumberToNetwork>true</sendChargeNumberToNetwork> </ChargeNumber>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ChargeNumber xmlns="http://schema.broadsoft.com/xsi"> <useChargeNumberForEnhancedTranslations>true</useChargeNumberForEnhancedTranslations> <sendChargeNumberToNetwork>true</sendChargeNumberToNetwork> </ChargeNumber>
PUT Response Content	No Content

3.5.3.24 services/CommPilotCallManager

This command is used to retrieve (GET method) or modify (PUT method) the settings of the CommPilot Call Manager service.

Method Description:

URI	https://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CommPilotCallManager
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version=“1.0” encoding=“ISO-8859-1”?> <CommPilotCallManager xmlns=“http://schema.broadsoft.com/xsi”> <launchOnLogin>false</launchOnLogin> </CommPilotCallManager>
PUT Request Content	<?xml version=“1.0” encoding=“ISO-8859-1”?> <CommPilotCallManager xmlns=“http://schema.broadsoft.com/xsi”> <launchOnLogin>true</launchOnLogin> </CommPilotCallManager>
PUT Response Content	No Content

3.5.3.25 services/CommPilotExpress

This command is used to retrieve (GET method) or modify (PUT method) the settings of the CommPilot Express service.

An HTTP PUT request can be used to configure the CommPilot Express (CPE) profiles and select the active profile among the following:

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- Available – In the Office
- Available – Out of the Office
- Busy
- Unavailable
- In an HTTP PUT if the Profile is set to "nil", then the CPE profile is cleared. For an HTTP GET if the profile element is not set the profile element is included and is nil.
- This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CommPilotExpress
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CommPilotExpress xmlns="http://schema.broadsoft.com/xsi"> <profile xsi:nil="true"/> <availableInOffice> <busySetting> <action>Transfer To Voice Mail</action> </busySetting> <noAnswerSetting> <action>Transfer To Voice Mail</action> </noAnswerSetting> </availableInOffice> <availableOutOfOffice> <incomingCalls> <action>Transfer To Voice Mail</action> </incomingCalls> <incomingCallNotify> <sendEmail>false</sendEmail> </incomingCallNotify> </availableOutOfOffice> <busy> <incomingCalls> <sendCallsToVoiceMailExceptExcludedNumbers>false </sendCallsToVoiceMailExceptExcludedNumbers> </incomingCalls> <voiceMailNotify> <sendEmail>false</sendEmail> </voiceMailNotify> </busy> <unavailable> <incomingCalls> <sendCallsToVoiceMailExceptExcludedNumbers>false </sendCallsToVoiceMailExceptExcludedNumbers> </incomingCalls> <voiceMailGreeting>No Answer</voiceMailGreeting> </unavailable> </CommPilotExpress>

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PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CommPilotExpress xmlns="http://schema.broadsoft.com/xsi"> <profile>Busy</profile> <availableInOffice> <busySetting> <action>Transfer To Voice Mail</action> </busySetting> <noAnswerSetting> <action>Transfer To Voice Mail</action> </noAnswerSetting> </availableInOffice> <availableOutOfOffice> <incomingCalls> <action>Transfer To Voice Mail</action> </incomingCalls> <incomingCallNotify> <sendEmail>false</sendEmail> </incomingCallNotify> </availableOutOfOffice> <busy> <incomingCalls> <sendCallsToVoiceMailExceptExcludedNumbers>false </sendCallsToVoiceMailExceptExcludedNumbers> </incomingCalls> <voiceMailNotify> <sendEmail>false</sendEmail> </voiceMailNotify> </busy> <unavailable> <incomingCalls> <sendCallsToVoiceMailExceptExcludedNumbers>true </sendCallsToVoiceMailExceptExcludedNumbers> </incomingCalls> <voiceMailGreeting>No Answer</voiceMailGreeting> </unavailable> </CommPilotExpress>
PUT Response Content	No Content

3.5.3.25.1 services/CommPilotExpress/Profile

This service is a subset of the CommPilot Express service for the Profile setting.

- In an HTTP PUT if the Profile is set to “nil”, then the CPE profile is cleared. For an HTTP GET if the profile element is not set the profile element is included and is nil.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CommPilotExpress/Profile
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <profile>Available In Office</profile>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <profile>Busy</profile>
PUT Response Content	No Content

3.5.3.25.2 services/CommPilotExpress/AvailableInOffice

This service is a subset of the CommPilot Express service for the Available In Office profile.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CommPilotExpress/AvailableInOffice
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <availableInOffice> <busySetting> <action>Transfer To Voice Mail</action> </busySetting> <noAnswerSetting> <action>Transfer To Voice Mail</action> </noAnswerSetting> </availableInOffice>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <availableInOffice> <busySetting> <action>Transfer To Voice Mail</action> </busySetting> <noAnswerSetting> <action>Transfer To Voice Mail</action> </noAnswerSetting> </availableInOffice>
PUT Response Content	No Content

3.5.3.25.3 services/CommPilotExpress/AvailableOutOfOffice

This service is a subset of the CommPilot Express service for the Available Out Of Office profile.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CommPilotExpress/Availa

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	bleOutOfOffice
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?><availableOutOfOffice><incomingCalls><action>Transfer To Voice Mail</action></incomingCalls><incomingCallNotify><sendEmail>false</sendEmail></incomingCallNotify></availableOutOfOffice>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?><availableOutOfOffice><incomingCalls><action>Transfer To Voice Mail</action></incomingCalls><incomingCallNotify><sendEmail>true</sendEmail></incomingCallNotify></availableOutOfOffice>
PUT Response Content	No Content

3.5.3.25.4 services/CommPilotExpress/Busy

This service is a subset of the CommPilot Express service for the Busy profile.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CommPilotExpress/Busy
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <busy> <incomingCalls> <sendCallsToVoiceMailExceptExcludedNumbers>false</sendCallsToVoiceMailExceptExcludedNumbers> </incomingCalls> <voiceMailNotify> <sendEmail>false</sendEmail> </voiceMailNotify> </busy>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <busy> <incomingCalls> <sendCallsToVoiceMailExceptExcludedNumbers>false</sendCallsToVoiceMailExceptExcludedNumbers> </incomingCalls> <voiceMailNotify> <sendEmail>false</sendEmail> </voiceMailNotify> </busy>
PUT	No Content

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Response Content	

3.5.3.25.5 services/CommPilotExpress/Unavailable

This service is a subset of the CommPilot Express service for the Unavailable profile.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CommPilotExpress/Unavailable`
Command Category	`Service Management`
Methods	`GET,PUT`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<unavailable>`
	`  <incomingCalls>`
	`  <sendCallsToVoiceMailExceptExcludedNumbers>false`
	`  </sendCallsToVoiceMailExceptExcludedNumbers>`
	`  </incomingCalls>`
	`  <voiceMailGreeting>No Answer</voiceMailGreeting>`
	`</unavailable>`

PUT Request Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<unavailable>`
	`  <incomingCalls>`
	`<sendCallsToVoiceMailExceptExcludedNumbers>false`
	`  </sendCallsToVoiceMailExceptExcludedNumbers>`
	`  </incomingCalls>`
	`  <voiceMailGreeting>No Answer</voiceMailGreeting>`
	`</unavailable>`

PUT Request Content	`No Content`

3.5.3.26 services/ConnectedLineIdentificationPresentation

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Connected Line Identification Presentation service.

Method Description:

URI	`https://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/ConnectedLineIdentificationPresentation`
Command Category	`Service Management`
Methods	`GET`
GET Request Content	`No Content`

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ConnectedLineIdentificationPresentation xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </ConnectedLineIdentificationPresentation>

3.5.3.27 services/ConnectedLineIdentificationRestriction

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Connected Line Identification Restriction service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/ConnectedLineIdentificationRestriction
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ConnectedLineIdentificationRestriction xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </ConnectedLineIdentificationRestriction>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ConnectedLineIdentificationRestriction xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </ConnectedLineIdentificationRestriction>
PUT Response Content	No Content

3.5.3.28 services/CustomRingbackUser

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Custom Ringback User service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CustomRingbackUser
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CustomRingbackUser xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active>

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	<uri> /v2.0/user/userSP1A@broadworks/services/ customringbackuser/criteria/Criteria1 </uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>false</active> <uri> /v2.0/user/userSP1A@broadworks/services/ customringbackuser/criteria/Criteria2 </uri> </criteriaActivation> **</criteriaActivations>** </CustomRingbackUser>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CustomRingbackUser xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivations> </CustomRingbackUser>
PUT Response Content	**No Content**

3.5.3.28.1 services/CustomRingbackUser/Criteria

This command is used to add a Custom Ringback User service criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CustomRingbackUser/Criteria
Command Category	Services
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <CustomRingbackUserCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> **<criteria>** <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only

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	</fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> **</criteria>** </CustomRingbackUserCriteria>
POST Response Content	No Content

3.5.3.28.2 services/CustomRingbackUser/Criteria/<criteriaName>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) the specified Custom Ringback User service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL ("uri" element) that can be used to obtain details on the configured schedule.

The PUT method is used to modify the attributes of a selective criterion. To activate or deactivate a specific criterion, the application should be using the PUT method on the */services/customringbackuser* command. The "uri" schedule element is ignored when included in the XML document.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/CustomRingbackUser/Criteria/<criteriaName>
Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CustomRingbackUserCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/customringbackuser/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name>

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	<uri> /v2.0/user/userSP1A@broadworks/services/customringbackuser/criteria/criteria1 </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </CustomRingbackUserCriteria>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <CustomRingbackUserCriteria xmlns="http://schema.broadsoft.com/xsi"> <criteria> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> </criteria> </CustomRingbackUserCriteria>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.29 services/DirectedCallPickupWithBargeIn

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Directed Call Pickup with Barge-In service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/DirectedCallPickupWithBargeIn
Command Category	Service Management
Methods	GET, PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <DirectedCallPickupWithBargeIn xmlns="http://schema.broadsoft.com/xsi"> <enableBargeInWarningTone>true</enableBargeInWarningTone> <enableAutomaticTargetSelection>false</enableAutomaticTargetSelection> </DirectedCallPickupWithBargeIn>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?><DirectedCallPickupWithBargeIn xmlns="http://schema.broadsoft.com/xsi"> <enableBargeInWarningTone>true</enableBargeInWarningTone> <enableAutomaticTargetSelection>true</enableAutomaticTargetSelection> </DirectedCallPickupWithBargeIn>
PUT Response Content	No Content

3.5.3.30 services/DoNotDisturb

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Do Not Disturb service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/DoNotDisturb
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <DoNotDisturb xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <ringSplash>false</ringSplash> </DoNotDisturb>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <DoNotDisturb xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <ringSplash>true</ringSplash> </DoNotDisturb>
PUT Response Content	No Content

3.5.3.31 services/ExternalCallingLineIDDelivery

This command is used to retrieve (GET method) or modify (PUT method) the settings of the External Calling Line ID Delivery service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/ExternalCallingLineIDDelivery

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Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ExternalCallingLineIDDelivery xmlns="http://schema.broadsoft.com/xsi”> <active>true</active> </ExternalCallingLineIDDelivery>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ExternalCallingLineIDDelivery xmlns="http://schema.broadsoft.com/xsi”> <active>true</active> </ExternalCallingLineIDDelivery>
PUT Response Content	No Content

3.5.3.32 services/FaxMessaging

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Fax Messaging service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/FaxMessaging
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <FaxMessaging xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <phoneNumber>5006007019</phoneNumber> <extension>7019</extension> </FaxMessaging>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <FaxMessaging xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <phoneNumber>5006007018</phoneNumber> <extension>7018</extension> </FaxMessaging>
PUT Response Content	No Content

3.5.3.33 services/GroupNightForwarding

This command is used to return the Group Night Forwarding-related configuration for the user. The GET response provides information regarding if and when the Night service applies to the user. This information is deduced from the user-level configuration and the group-level configuration for the Group Night Forwarding service.

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Example:

- If the user-level setting is “Use Group” and the group-level setting is “Automatic On” with a set holiday schedule, the GET response returns that the Night service applies to the user and it also returns the holiday schedule that would apply.
- If the user-level setting is “Off” and the group-level setting is “Automatic On” with a set holiday schedule, the GET response returns that the Night service does not apply to the user.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/GroupNightForwarding`
Command Category	`Services`
Methods	`GET`
GET Request Content	`No Content`
GET Response Content	*<?xml version="1.0" encoding="ISO-8859-1"?> <GroupNightForwarding xmlns="http://schema.broadsoft.com/xsi"> <userNightForwardingMode>Automatic On</userNightForwardingMode> <holidaySchedule> <level>Group</level> <name>GroupLevel</name> <uri>/v2.0/user/north00@mtlasdev84.net/profile/schedule/time/GroupLevel</uri> </holidaySchedule> </GroupNightForwarding>*

3.5.3.34 services/HotelingHost

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Hoteling Host service.

Note that the following elements are read-only and cannot be modified. Including them in an HTTP PUT is without effect and BroadWorks simply ignores the elements.

- guestLastName
- guestFirstname
- guestPhoneNumber
- guestExtension
- guestLocationDialingCode
- guestAssociationDateTime

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

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Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/HotelingHost
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <HotelingHost xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <enforceAssociationLimit>true</enforceAssociationLimit> <associationLimitHours>24</associationLimitHours> <accessLevel>Group</accessLevel> <guestLastName>negi003</guestLastName> <guestFirstName>Subhash</guestFirstName> <guestPhoneNumber>5006007003</guestPhoneNumber> <guestExtension>7003</guestExtension> <guestAssociationDateTime>2010-04-06T14:26:51.335+05:30</guestAssociationDateTime> </HotelingHost>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <HotelingHost xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <enforceAssociationLimit>true</enforceAssociationLimit> <associationLimitHours>14</associationLimitHours> <accessLevel>Group</accessLevel> <removeGuestAssociation>true</removeGuestAssociation> </HotelingHost>
PUT Response Content	No Content

3.5.3.35 services/HotelingGuest

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Hoteling Guest service.

A remote application can clear the association between the host and the guest by setting the hostUserId element to nil.

Note that the following elements are read-only and cannot be modified. Including them in an HTTP PUT is without effect and BroadWorks simply ignores them.

- hostLastName
- hostFirstname
- hostAssociationDateTime
- hostEnforcesAssociationLimit
- hostAssociationLimitHours

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

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Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/HotelingGuest
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <HotelingGuest xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <enableAssociationLimit>true</enableAssociationLimit> <associationLimitHours>12</associationLimitHours> <hostUserId>negi002@172.16.25.102</hostUserId> <hostLastName>negi002</hostLastName> <hostFirstName>Subhash</hostFirstName> <hostAssociationDateTime>2010-04-06T14:11:10.918+05:30</hostAssociationDateTime> <hostEnforcesAssociationLimit>true</hostEnforcesAssociationLimit> <hostAssociationLimitHours>24</hostAssociationLimitHours> </HotelingGuest>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <HotelingGuest xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <enableAssociationLimit>true</enableAssociationLimit> <associationLimitHours>13</associationLimitHours> <hostUserId>negi003@172.16.25.102</hostUserId> </HotelingGuest>
PUT Response Content	No Content

3.5.3.36 services/InCallServiceActivation

This command is used to retrieve (GET method) or modify (PUT method) the settings of the In-Call Service Activation service.

The following elements are present only while retrieving the information and cannot be updated as part of a PUT request: *flashActivationDigits*, *callTransferActivationDigits*.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/InCallServiceActivation
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <InCallServiceActivation xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <flashActivationDigits>##</flashActivationDigits> <callTransferActivationDigits>*1</callTransferActivationDigits> </InCallServiceActivation>>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <InCallServiceActivation xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </InCallServiceActivation>
PUT Response Content	No Content

3.5.3.37 services/IntegratedIMP

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Integrated IM&P service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/integratedimp
Command Category	Services
Methods	GET PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <IntegratedIMPService xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </IntegratedIMPService>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <IntegratedIMPService xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </IntegratedIMPService>
PUT Response Content	200

3.5.3.38 services/InterceptUser

This command is used to retrieve the settings of the Intercept User service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/InterceptUser

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Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <InterceptUser xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> <announcementSelection>Default</announcementSelection> <playNewPhoneNumber>false</playNewPhoneNumber> <transferOnZeroToPhoneNumber>false</transferOnZeroToPhoneNumber> <rerouteOutboundCalls>false</rerouteOutboundCalls> <allowOutboundLocalCalls>false</allowOutboundLocalCalls> <inboundCallMode>Intercept All</inboundCallMode> <alternateBlockingAnnouncement>false</alternateBlockingAnnouncement> <routeToVoiceMail>false</routeToVoiceMail> </InterceptUser>

3.5.3.39 services/InternalCallingLineIDDelivery

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Internal Calling Line ID Delivery service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/InternalCallingLineIDDelivery
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <InternalCallingLineIDDelivery xmlns="http://schema.broadsoft.com/xsi"> <active>false</active> </InternalCallingLineIDDelivery>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <InternalCallingLineIDDelivery xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </InternalCallingLineIDDelivery>
PUT Response Content	No Content

3.5.3.40 services/LegacyAutomaticCallback

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Legacy Automatic Callback service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

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Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/LegacyAutomaticCallback
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <LegacyAutomaticCallback xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </LegacyAutomaticCallback>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <LegacyAutomaticCallback xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </LegacyAutomaticCallback>
PUT Response Content	No Content

3.5.3.41 services/MeetMeConference

This command is used to get the list of Meet-Me Conferencing bridges for which the user is a host.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userId>/services/meetmeconference
Command Category	Service Management
Methods	Get
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MeetMeConferencingUserBridges xmlns="http://schema.broadsoft.com/xsi"> <userBridge> <bridgeId>abcd1234</bridgeId> <name>xyz1234</name> <phoneNumber>+44-7981897555</phoneNumber> <extension>7555</extension> <ports>unlimited</ports> <isActive>true</isActive> <allowIndividualOutDial>true</allowIndividualOutDial> <bridgeUri>/v2.0/user/<userId>/services/meetmeconference /abcd1234</bridgeUri> </userBridge> <userBridge> <bridgeId>pqrs1234</conferenceId> <name>lmno1234</name> <phoneNumber>+1-2409874321</phoneNumber> <extension>4321</extension> <ports>unlimited</ports> <isActive>true</isActive> <allowIndividualOutDial>false</allowIndividualOutDial> <bridgeUri>/v2.0/user/<userId>/services/meetmeconference /pqrs1234</bridgeUri> </userBridge> </MeetMeConferencingUserBridges>

3.5.3.41.1 services/MeetMeConference/<bridgeId>

This command is used to get the list of all conferences owned by the user on a specified bridge.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userId>/services/meetmeconference/<bridgeid>
Command Category	Service Management
Methods	GET
GET Request Content	No content

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POST Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MeetMeConferencingUserConferences xmlns="http://schema.broadsoft.com/xsi"> <userConference> <bridgeId>abcd1234</bridgeId> <conferenceId>123456</conferenceId> <conferenceTitle>Team Meeting</conferenceTitle> <bridgeName>Engineering Bridge</bridgeName> <status>Active</status> <type>Reservationless</type> <startTime>2010-10-01T09:30:00:000-0400</startTime> <isActive>true</isActive> <conferenceUri>/v2.0/user/<userid>/services/meetmeconference/abcd1234/conference/123456</conferenceUri> </userConference> <userConference> <bridgeId>abcd1234</bridgeId> <conferenceId>654321</conferenceId> <conferenceTitle>New Team Meeting</conferenceTitle> <bridgeName>Engineering Bridge</bridgeName> <status>Active</status> <type>Reservationless</type> <startTime>2011-01-01T09:30:00:000-0400</startTime> <isActive>false</isActive> <conferenceUri>/v2.0/user/<userid>/services/meetmeconference/abcd1234/conference/654321</conferenceUri> </userConference> </MeetMeConferencingUserConferences>

3.5.3.41.2 services/MeetMeConference/<bridgeId>/conference

This command is used to create a conference.

- A successful HTTP POST for a request returns:
- The created conference ID.
- The moderator PIN.
- The security PIN associated with the conference. It is not present in the response if the conference being added did not require a security PIN.
- a *Location* header with the URL of the conference created.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userId>/services/meetmeconference/<bridgeid>/conference
Command Category	Call Management
Methods	POST

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POST Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MeetMeConferencingConference xmlns="http://schema.broadsoft.com/xsi"> <conferenceTitle>Code Review</conferenceTitle> <estimatedParticipants>10</estimatedParticipants> <maxParticipants>10</maxParticipants> <accountCode>1</accountCode> <muteAllAttendeesOnEntry >true</muteAllAttendeesOnEntry> <endConferenceOnModeratorExit> false</endConferenceOnModeratorExit> <moderatorRequired>true</moderatorRequired> <allowUniqueIdentifier>true</allowUniqueIdentifier> <requireSecurityPin>true</requireSecurityPin> <attendeeNotification>Play Recorded Name </attendeeNotification> <conferenceSchedule> <scheduleReservationLess> <startTime>1130</startTime> <endTime>1200</endTime> </scheduleReservationLess> </conferenceSchedule> </MeetMeConferencingConference>
POST Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MeetMeConferencingConferenceInfo xmlns="http://schema.broadsoft.com/xsi"> <conferenceId>123456</conferenceId> <moderatorPin>1098769</moderatorPin> <securityPin>898769</securityPin> </MeetMeConferencingConferenceInfo>

3.5.3.41.3 services/MeetMeConference/<bridgeid>/conference/<conferenceId>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) Meet-Me Conferences owned by the user.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/meetmeconference/<bridgeid>/conference/<conferenceId>
Command Category	Service Management
Methods	GET,PUT,DELETE
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MeetMeConferencingConference xmlns="http://schema.broadsoft.com/xsi"> <conferenceTitle>Code Review</conferenceTitle> <estimatedParticipants>10</estimatedParticipants> <maxParticipants>10</ maxParticipants > <accountCode>1</accountCode> <muteAllAttendeesOnEntry>true</muteAllAttendeesOnEntry > <endConferenceOnModeratorExit> false</endConferenceOnModeratorExit> <moderatorRequired>true</moderatorRequired> <allowUniqueIdentifier>true</allowUniqueIdentifier> <requireSecurityPin>true</requireSecurityPin> <attendeeNotification>Play Recorded Name </attendeeNotification> <conferenceSchedule> <scheduleReservationLess> <startTime>1130</startTime> <endTime>1200</endTime> </scheduleReservationLess> </conferenceSchedule> <moderatorPin>123456</moderatorPin> <securityPin>125634</securityPin> </MeetMeConferencingConference>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MeetMeConferencingConference xmlns="http://schema.broadsoft.com/xsi"> <conferenceTitle>Code Review</conferenceTitle> <estimatedParticipants>10</estimatedParticipants > <maxParticipants>10</maxParticipants> <accountCode>1</accountCode> <muteAllAttendeesOnEntry >true</muteAllAttendeesOnEntry> <endConferenceOnModeratorExit> false</endConferenceOnModeratorExit> <moderatorRequired>true</moderatorRequired> <allowUniqueIdentifier>true</allowUniqueIdentifier> <requireSecurityPin>false</requireSecurityPin> <attendeeNotification>Play Recorded Name </attendeeNotification> <conferenceSchedule> <scheduleReservationLess> <startTime>1130</startTime> <endTime>1200</endTime> </scheduleReservationLess> </conferenceSchedule> </MeetMeConferencingConference>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

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3.5.3.42 services/MusicOnHold

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Music On Hold service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/MusicOnHold
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MusicOnHold xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </MusicOnHold>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MusicOnHold xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> </MusicOnHold>
PUT Response Content	No Content

3.5.3.43 services/MwiDeliveryToMobileEndpoint

This command is used to retrieve (GET method) or modify (PUT method) the settings of the MWI Delivery to Mobile Endpoint service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/MwiDeliveryToMobileEndpoint
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <MWIDeliveryToMobileEndpoint xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <active>false</active> <mobilePhoneNumber xsi:nil="true"/> </MWIDeliveryToMobileEndpoint>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <MWIDeliveryToMobileEndpoint xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <mobilePhoneNumber>011273754524</mobilePhoneNumber> </MWIDeliveryToMobileEndpoint>
PUT Response Content	No Content

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3.5.3.44 services/OutgoingMwi

This command is used to retrieve (GET method) or modify (PUT method) the advanced settings of Outgoing Message Waiting Indicator settings related to Voice Messaging user service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/OutgoingMwi
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <OutgoingMWI xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <outgoingSMDIMWIPhoneNumberList> <phoneNumber>1234567899</phoneNumber> </outgoingSMDIMWIPhoneNumberList> </OutgoingMWI>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <OutgoingMWI xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <outgoingSMDIMWIPhoneNumberList> <phoneNumber>1234567890</phoneNumber> <phoneNumber>2345678901</phoneNumber> </outgoingSMDIMWIPhoneNumberList> </OutgoingMWI>

3.5.3.45 services/OutlookIntegration

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Outlook Integration service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/OutlookIntegration
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <OutlookIntegration xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <contactRetrievalSelection> Retrieve All Contacts </contactRetrievalSelection> </OutlookIntegration>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <OutlookIntegration xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <contactRetrievalSelection> Retrieve All Contacts </contactRetrievalSelection> </OutlookIntegration>
PUT Response Content	No Content

3.5.3.46 services/PriorityAlert

This command is used to retrieve (GET method) or modify (PUT method) the activation status of a Priority Alert service criteria.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

The PUT method is used to activate or deactivate a specific criterion. To modify the attributes of a specific criterion, the application should be using the PUT method on the /services/priorityalert/criteria/<criteriaName>. The criterion attributes included in the XML document (other than the "active" element) are ignored. The criteria not included in the XML document are unchanged.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/PriorityAlert
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <PriorityAlert xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/priorityalert/criteria/Criteria1</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>false</active> <uri>/v2.0/user/userSP1A@broadworks/services/priorityalert/criteria/Criteria2</uri> </criteriaActivation> </criteriaActivations> </PriorityAlert>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <PriorityAlert xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivations> </PriorityAlert>
PUT Response Content	No Content

3.5.3.47 services/PriorityAlert/Criteria

This command is used to add a Priority Alert service criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/PriorityAlert/Criteria
Command Category	Services
Methods	POST

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POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <PriorityAlertCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaB</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </PriorityAlertCriteria>
POST Response Content	No Content

3.5.3.48 services/PriorityAlert/Criteria /<criteriaName>

This command is used to retrieve (GET method), modify (PUT method) or remove (DELETE method) the specified Priority Alert service criterion.

The PUT method is used to modify the attribute of a selected criterion. To activate or deactivate a specific criterion, the application should be using the PUT method on the /services/priorityalert command. The “active” and “uri” criteria elements are ignored when included in the XML document.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/PriorityAlert/Criteria/<criteriaName>
Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <PriorityAlertCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaB</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/priorityalert/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/priorityalert/criteria/criteria1 </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </PriorityAlertCriteria>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <PriorityAlertCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaB</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </PriorityAlertCriteria>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.49 services/Privacy

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Privacy service.

In an HTTP PUT, the existing Privacy details are replaced with the details in the request. For the modification of the *allowedUsers*, only the user ID of monitored users is required; other elements are ignored. If the *allowedUsers* is set to "nil", then the configured monitored users list is simply cleared.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/Privacy
Command Category	Services
Methods	GET,PUT

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GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <Privacy xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <isEnableDirectoryPrivacy>false</isEnableDirectoryPrivacy> <isEnableAutoAttendantExtensionDialingPrivacy>false</isEnableAutoAttendantExtensionDialingPrivacy> <isEnableAutoAttendantNameDialingPrivacy>false</isEnableAutoAttendantNameDialingPrivacy> <isEnablePhoneStatusPrivacy>false</isEnablePhoneStatusPrivacy> <allowedUsers> <userDetails> <userId>asmith</userId> <firstName>Arthur</firstName> <lastName>Smith</lastName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>Arthur</hiranganaFirstName> <extension>0003</extension> </userDetails> </allowedUsers> </Privacy>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <Privacy xmlns="http://schema.broadsoft.com/xsi"> <isEnableDirectoryPrivacy>true</isEnableDirectoryPrivacy> <isEnableAutoAttendantExtensionDialingPrivacy>true</isEnableAutoAttendantExtensionDialingPrivacy> <isEnableAutoAttendantNameDialingPrivacy>true</isEnableAutoAttendantNameDialingPrivacy> <isEnablePhoneStatusPrivacy>false</isEnablePhoneStatusPrivacy> <allowedUsers> <userDetails> <userId>asmith@broadworks</userId> </userDetails> </allowedUsers> </Privacy>
PUT Response Content	No Content

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
lastName	String	O	Search criteria for a user's last name. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
groupId	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
deptId	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

3.5.3.49.1 services/privacy/AllowedUsers

This service is a subset of the *Privacy* service for allowed users.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/privacy/AllowedUsers`
Command Category	`Services`
Methods	`GET, PUT`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<allowedUsers xmlns="http://schema.broadsoft.com/xsi">`
	`  <userDetails>`
	`  <userId>asmith</userId>`
	`  <firstName>Arthur</firstName>`
	`  <lastName>Smith</lastName>`
	`  <hiranganaLastName>Smith</hiranganaLastName>`
	`  <hiranganaFirstName>Arthur</hiranganaFirstName>`
	`  <extension>0003</extension>`
	`  </userDetails>`
	`</allowedUsers>`

PUT Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<allowedUsers xmlns="http://schema.broadsoft.com/xsi">`
	`  <userDetails>`
	`  <userId>asmith@broadworks</userId>`
	`  </userDetails>`
	`</allowedUsers>`

PUT Response Content	`No Content`

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3.5.3.49.2 services/privacy/AvailableUsers

The services/privacy/availableusers URL allows the retrieval of a list of users who may be added to a user's list of permitted monitor users. These selected members can view the user's phone status even if phone status privacy has been enabled.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/privacy/AvailableUsers`
Command Category	`Services`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<AvailableUsers xmlns="http://schema.broadsoft.com/xsi">`
	`  <userDetails>`
	`  <userId>asmith</userId>`
	`  <firstName>Arthur</firstName>`
	`  <lastName>Smith</lastName>`
	`  <hiranganaLastName>Smith</hiranganaLastName>`
	`  <hiranganaFirstName>Arthur</hiranganaFirstName>`
	`  <extension>0002</extension>`
	`  </userDetails>`
	`  <userDetails>`
	`  <userId>djones</userId>`
	`  <firstName>David</firstName>`
	`  <lastName>Jones</lastName>`
	`  <hiranganaLastName>Jones</hiranganaLastName>`
	`  <hiranganaFirstName>David</hiranganaFirstName>`
	`  <extension>0003</extension>`
	`  </userDetails>`
	`</AvailableUsers>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user's last name. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
groupId	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
deptId	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

3.5.3.50 services/PushTotalk

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Push To Talk service.

In an HTTP PUT, the existing Push To Talk details are replaced with the details in the request. If the *allowedUsers* is set to "nil", then the configured selected users list is simply cleared.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/PushTotalk`
Command Category	`Services`
Methods	`GET,PUT`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<PushToTalk xmlns="http://schema.broadsoft.com/xsi">`
	`  <allowAutoAnswer>true</allowAutoAnswer>`
	`  <outgoingConnectionSelection>One Way</outgoingConnectionSelection>`
	`  <accessListSelection>Allow Calls From Selected Users</accessListSelection>`
	`  <allowedUsers>`
	`  <userId>jsmith</userId>`
	`  <userId>djones</userId>`
	`  </allowedUsers>`
	`</PushToTalk>`

PUT Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<PushToTalk xmlns="http://schema.broadsoft.com/xsi">`
	`  <allowAutoAnswer>true</allowAutoAnswer>`
	`  <outgoingConnectionSelection>Two Way</outgoingConnectionSelection>`
	`  <accessListSelection>Allow Calls From Selected Users</accessListSelection>`
	`  <allowedUsers>`
	`  <userId>djones</userId>`
	`  </allowedUsers>`
	`</PushToTalk>`

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PUT Response Content	`No Content`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user's last name. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
groupId	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
deptId	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used as described in the XSI Interface Specification, section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

3.5.3.50.1 services/PushTotalk/AllowedUsers

This service is a subset of the *Push To Talk* service for allowed users.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/PushTotalk/AllowedUsers`
Command Category	`Services`
Methods	`GET, PUT`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<allowedUsers xmlns="http://schema.broadsoft.com/xsi">`
	`  <userId>jsmith</userId>`
	`  <userId>djones</userId>`
	`</allowedUsers>`

PUT Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<allowedUsers xmlns="http://schema.broadsoft.com/xsi">`
	`  <userId>djones</userId>`
	`</allowedUsers>`

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PUT Response Content	No Content

3.5.3.50.2 services/PushTotalk/AvailableUsers

This command is used to retrieve (GET method) the list of users who may be added to a user's list of selected users of the Push To Talk service.

The number of entries included in the response message body is limited and is subject to a maximum value configured on the system. The default configuration value is "1000".

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/PushTotalk/AvailableUsers
Command Category	Services
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <AvailableUsers xmlns="http://schema.broadsoft.com/xsi"> <userDetails> <userId>asmith</userId> <firstName>Arthur</firstName> <lastName>Smith</lastName> <hiranganaLastName>Smith</hiranganaLastName> <hiranganaFirstName>Arthur</hiranganaFirstName> <extension>0002</extension> </userDetails> <userDetails> <userId>djones</userId> <firstName>David</firstName> <lastName>Jones</lastName> <hiranganaLastName>Jones</hiranganaLastName> <hiranganaFirstName>David</hiranganaFirstName> <extension>0003</extension> </userDetails> </AvailableUsers>

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Search criteria for a user's first name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user's last name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
groupId	String	O	Search criteria for a user's group. Wild cards are not supported for this search criterion.
deptId	String	O	Search criteria for a user's department. Wild cards are not supported for this search criterion.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

3.5.3.51 services/RemoteOffice

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Remote Office service.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/RemoteOffice`
Command Category	`Service Management`
Methods	`GET,PUT`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<RemoteOffice xmlns="http://schema.broadsoft.com/xsi">`
	`  <active>true</active>`
	`  <remoteOfficeNumber>121212</remoteOfficeNumber>`
	`</RemoteOffice>`

PUT Request Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<RemoteOffice xmlns="http://schema.broadsoft.com/xsi">`
	`  <active>false</active>`
	`  <remoteOfficeNumber>121212</remoteOfficeNumber>`
	`</RemoteOffice>`

PUT Response Content	`No Content`

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3.5.3.52 services/SelectiveCallAcceptance

This command is used to retrieve (GET method) or modify (PUT method) the activation status of a Selective Call Acceptance service criteria.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

The PUT method is used to activate or deactivate a specific criterion. To modify the attributes of a specific criterion, the application should be using the PUT method on the */services/selectivecallacceptance/criteria/<criteriaName>*. The criterion attributes included in the XML document (other than the "active" element) are ignored. The criteria not included in the XML document are unchanged.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SelectiveCallAcceptance
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallAcceptance xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/selectivecallacceptance/criteria/Criteria1</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>false</active> <uri>/v2.0/user/userSP1A@broadworks/services/selectivecallacceptance/criteria/Criteria2</uri> </criteriaActivation> </criteriaActivations> </SelectiveCallAcceptance>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SelectiveCallAcceptance xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivations> </SelectiveCallAcceptance>
PUT Response Content	No Content

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3.5.3.52.1 services/SelectiveCallAcceptance/Criteria

This command is used to add a Selective Call Acceptance service criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria
Command Category	Services
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <SelectiveCallAcceptanceCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SelectiveCallAcceptanceCriteria>
POST Response Content	No Content

3.5.3.52.2 services/SelectiveCallAcceptance/Criteria /<criteriaName>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) the specified Selective Call Acceptance service criterion.

Modifications made using the PUT method to a criteria element will not affect any other existing criteria elements for the selectivecallacceptance service which are not included in the PUT request.

Method Description:

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URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SelectiveCallAcceptance/Criteria/<criterianame>
Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallAcceptanceCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/selectivecallacceptance/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/selectivecallacceptance/criteria/criteria1 </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SelectiveCallAcceptanceCriteria>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SelectiveCallAcceptanceCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SelectiveCallAcceptanceCriteria>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.53 services/SelectiveCallRejection

This command is used to retrieve (GET method) or modify (PUT method) the activation status of a Selective Call Rejection service criteria.

The response to the HTTP GET contains the list of criteria configured for the service. Each criterion included provides a URL ("uri" element) that can be used to obtain details on the configured criteria.

The PUT method is used to activate or deactivate a specific criterion. To modify the attributes of a specific criterion, the application should be using the PUT method on the /services/selectivecallrejection/criteria/<criteriaName>. The criterion attributes included in the XML document (other than the "active" element) are ignored. The criteria not included in the XML document are unchanged.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SelectiveCallRejection

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Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallRejection xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria1</criteriaName> <active>true</active> <uri>/v2.0/user/userSP1A@broadworks/services/selectivecallacceptance/criteria/Criteria1</uri> </criteriaActivation> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>false</active> <uri>/v2.0/user/userSP1A@broadworks/services/selectivecallacceptance/criteria/Criteria2</uri> </criteriaActivation> </criteriaActivations> </SelectiveCallRejection>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SelectiveCallRejection xmlns="http://schema.broadsoft.com/xsi"> <criteriaActivations> <criteriaActivation> <criteriaName>Criteria2</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivations> </SelectiveCallRejection>
PUT Response Content	No Content

3.5.3.53.1 services/SelectiveCallRejection/Criteria

This command is used to add a Selective Call Rejection service criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria
Command Category	Services
Methods	POST

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POST Request Content	<?xml version="1.0" encoding="UTF-8"?>
	<SelectiveCallRejectionCriteria
	xmlns="http://schema.broadsoft.com/xsi">
	  <blackListed>false</blackListed>
	  <criteria>
	  <criteriaName>criteriaAcc</criteriaName>
	  <timeSchedule>
	  <level>User</level>
	  <name>TimeSched1</name>
	  </timeSchedule>
	  <holidaySchedule>
	  <level>User</level>
	  <name>HolidaySched1</name>
	  </holidaySchedule>
	  <criteriaFromDn>
	  <fromDnCriteriaSelection>
	  Specified Only
	  </fromDnCriteriaSelection>
	  <includeAnonymousCallers>
	  true
	  </includeAnonymousCallers>
	  <includeUnavailableCallers>
	  true
	  </includeUnavailableCallers>
	  <phoneNumberList>
	  <phoneNumber>0001</phoneNumber>
	  </phoneNumberList>
	  </criteriaFromDn>
	  </criteria>
	</SelectiveCallRejectionCriteria>

POST Response Content	No Content

3.5.3.53.2 services/SelectiveCallRejection/Criteria /<criteriaName>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) the specified Selective Call Rejection service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL ("uri" element) that can be used to obtain details on the configured schedule.

The PUT method is used to modify the attribute of a selected criterion. To activate or deactivate a specific criterion, the application should be using the PUT method on the /services/selectivecallrejection command. The "uri" schedule element is ignored when included in the XML document.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SelectiveCallRejection/Criteria/<criterianame>
Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SelectiveCallRejectionCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/selectivecallrejection/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/selectivecallrejection/criteria/criteria1 </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SelectiveCallRejectionCriteria>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SelectiveCallRejectionCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>false</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SelectiveCallRejectionCriteria>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.54 services/SequentialRing

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Sequential Ring service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SequentialRing
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SequentialRing xmlns="http://schema.broadsoft.com/xsi"> <ringBaseLocationFirst>true</ringBaseLocationFirst> <baseLocationNumberOfRings>7</baseLocationNumberOfRings> <continueIfBaseLocationIsBusy>true</continueIfBaseLocationIsBusy> <callerMayStopSearch>true</callerMayStopSearch> <location1> <address>11111111</address> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>true</answerConfirmationRequired> </location1> <location2> <address>660066000</address> <numberOfRings>6</numberOfRings> <answerConfirmationRequired>true</answerConfirmationRequired> </location2> <location3> <address>333333333</address> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>true</answerConfirmationRequired> </location3> <location4> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>false</answerConfirmationRequired> </location4> <location5> <numberOfRings>3</numberOfRings> <answerConfirmationRequired>false</answerConfirmationRequired> </location5> <criteriaActivationList> <criteriaActivation> <criteriaName>Criteria One</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivationList> </SequentialRing>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SequentialRing xmlns="http://schema.broadsoft.com/xsi”> <ringBaseLocationFirst>true</ringBaseLocationFirst> <baseLocationNumberOfRings>6</baseLocationNumberOfRings> <continueIfBaseLocationIsBusy>true</continueIfBaseLocationIsBusy> <callerMayStopSearch>true</callerMayStopSearch> <location1> <address xs:nil="true" xmlns:xs="http://www.w3.org/2001/XMLSchema-instance" /> <numberOfRings>4</numberOfRings> <answerConfirmationRequired>true</answerConfirmationRequired> </location1> <criteriaActivationList> <criteriaActivation> <criteriaName>Criteria One</criteriaName> <active>true</active> </criteriaActivation> </criteriaActivationList> </SequentialRing>
PUT Response Content	No Content

3.5.3.54.1 services/SequentialRing/Criteria

This command is used to add a to Sequential Ring service criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SequentialRing/Criteria
Command Category	Services
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <SequentialRingCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaB</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri>timeURI</uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri>holidayURI</uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers>

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	<includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SequentialRingCriteria>
POST Response Content	No Content

3.5.3.54.2 services/SequentialRing/Criteria/<criteriaName>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) the specified Sequential Ring service criterion.

The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL ("uri" element) that can be used to obtain details on the configured schedule.

The PUT method is used to modify the attributes of a selected criterion. To activate or deactivate a specific criterion, the application should be using the PUT method on the */services/sequentialring* command. The "uri" schedule element is ignored when included in the XML document.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SequentialRing/Criteria/<criterianame>
Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SequentialRingCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/sequentialring/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/sequentialring/crit

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	eria/criteria1
	  </uri>
	  </holidaySchedule>
	  <criteriaFromDn>
	  <fromDnCriteriaSelection>
	  Specified Only
	  </fromDnCriteriaSelection>
	  <includeAnonymousCallers>
	  true
	  </includeAnonymousCallers>
	  <includeUnavailableCallers>
	  true
	  </includeUnavailableCallers>
	  <phoneNumberList>
	  <phoneNumber>0001</phoneNumber>
	  </phoneNumberList>
	  </criteriaFromDn>
	  </criteria>
	</SequentialRingCriteria>

PUT Request Content	<?xml version="1.0" encoding="UTF-8"?>
	<SequentialRingCriteria
	xmlns="http://schema.broadsoft.com/xsi">
	  <blackListed>true</blackListed>
	  <criteria>
	  <criteriaName>criteriaAcc</criteriaName>
	  <timeSchedule>
	  <level>User</level>
	  <name>TimeSched1</name>
	  </timeSchedule>
	  <holidaySchedule>
	  <level>User</level>
	  <name>HolidaySched1</name>
	  </holidaySchedule>
	  <criteriaFromDn>
	  <fromDnCriteriaSelection>
	  Specified Only
	  </fromDnCriteriaSelection>
	  <includeAnonymousCallers>
	  true
	  </includeAnonymousCallers>
	  <includeUnavailableCallers>
	  true
	  </includeUnavailableCallers>
	  <phoneNumberList>
	  <phoneNumber>0001</phoneNumber>
	  </phoneNumberList>
	  </criteriaFromDn>
	  </criteria>
	</SequentialRingCriteria>

PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

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3.5.3.55 services/SimultaneousRingPersonal

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Simultaneous Ring Personal service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SimultaneousRingPersonal
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SimultaneousRingPersonal xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <incomingCalls>Do not Ring if on a Call</incomingCalls> <simRingLocations> <simRingLocation> <address>5006007003</address> <answerConfirmationRequired>true</answerConfirmationRequired> </simRingLocation> <simRingLocation> <address>5006007006</address> <answerConfirmationRequired>false</answerConfirmationRequired> </simRingLocation> <simRingLocation> <address>5006007005</address> <answerConfirmationRequired>true</answerConfirmationRequired> </simRingLocation> </simRingLocations> </SimultaneousRingPersonal>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SimultaneousRingPersonal xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <incomingCalls>Do not Ring if on a Call</incomingCalls> <simRingLocations> <simRingLocation> <address>5006007003</address> <answerConfirmationRequired>true</answerConfirmationRequired> </simRingLocation> <simRingLocation> <address>5006007006</address> <answerConfirmationRequired>false</answerConfirmationRequired> </simRingLocation> <simRingLocation> <address>5006007005</address> <answerConfirmationRequired>false</answerConfirmationRequired> </simRingLocation> </simRingLocations> </SimultaneousRingPersonal>

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PUT Response Content	No Content

3.5.3.55.1 services/ SimultaneousRingPersonal/Criteria

This command is used to add a to Simultaneous Ring Personal service criterion.

A successful HTTP POST request returns a Location header with the URL of the criterion created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria
Command Category	Services
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <SimultaneousRingPersonalCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaP</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SimultaneousRingPersonalCriteria>
POST Response Content	No Content

3.5.3.55.2 services/SimultaneousRingPersonal/Criteria /<criteriaName>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) the specified Simultaneous Ring Personal service criterion.

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The response to the HTTP GET contains the time and holiday schedules, when applicable. Each schedule included provides a URL ("uri" element) that can be used to obtain details on the configured schedule.

The PUT method is used to modify the attributes of a selected criterion. To activate or deactivate a specific criterion, the application should be using the PUT method on the */services/simultaneousringpersonal* command. The "uri" schedule element is ignored when included in the XML document.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SimultaneousRingPersonal/Criteria/<criterianame>
Command Category	Services
Methods	GET,PUT,DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SimultaneousRingPersonalCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/simultaneousringpersonal/criteria/criteria1 </uri> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> <uri> /v2.0/user/userSP1A@broadworks/services/simultaneousringpersonal/criteria/criteria1 </uri> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria> </SimultaneousRingPersonalCriteria>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SimultaneousRingPersonalCriteria xmlns="http://schema.broadsoft.com/xsi"> <blackListed>true</blackListed> <criteria> <criteriaName>criteriaAcc</criteriaName> <timeSchedule> <level>User</level> <name>TimeSched1</name> </timeSchedule> <holidaySchedule> <level>User</level> <name>HolidaySched1</name> </holidaySchedule> <criteriaFromDn> <fromDnCriteriaSelection> Specified Only </fromDnCriteriaSelection> <includeAnonymousCallers> true </includeAnonymousCallers> <includeUnavailableCallers> true </includeUnavailableCallers> <phoneNumberList> <phoneNumber>0001</phoneNumber> </phoneNumberList> </criteriaFromDn> </criteria></SimultaneousRingPersonalCriteria>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.56 services/SpeedDial100

This command is used to retrieve (GET method) the list of Speed Dial 100 entries or to create a new Speed Dial 100 entry.

A successful HTTP POST for a request returns a *Location* header with the URL of the Speed Dial 100 entry created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SpeedDial100
Command Category	Service Management
Methods	GET,POST
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SpeedDial100 xmlns="http://schema.broadsoft.com/xsi"> <prefix>#</prefix> <speedDial100Entry> <speedCode>0</speedCode> <phoneNumber>0000000</phoneNumber> <description>Zero</description> </speedDial100Entry> <speedDial100Entry> <speedCode>1</speedCode> <phoneNumber>1111111</phoneNumber> <description>One</description> </speedDial100Entry> <speedDial100Entry> <speedCode>3</speedCode> <phoneNumber>333333</phoneNumber> <description>Three</description> </speedDial100Entry> </SpeedDial100>
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <SpeedDial100 xmlns="http://schema.broadsoft.com/xsi"> <speedDial100Entry> <speedCode>04</speedCode> <phoneNumber>44444</phoneNumber> <description>Four</description> </speedDial100Entry> </SpeedDial100>
POST Response Content	No Content

3.5.3.56.1 services/SpeedDial100/<code>

This command is used to retrieve (GET method), modify (PUT method), or delete (DELETE method) a single Speed Dial 100 entry.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SpeedDial100/<code>
Command Category	Service Management
Methods	GET,PUT,DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SpeedDial100 xmlns="http://schema.broadsoft.com/xsi"> <speedDial100Entry> <speedCode>3</speedCode> <phoneNumber>21222121</phoneNumber> <description>cccxcxc</description> </speedDial100Entry> </SpeedDial100>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SpeedDial100 xmlns="http://schema.broadsoft.com/xsi”> <speedDial100Entry> <speedCode>01</speedCode> <phoneNumber>21222121</phoneNumber> <description>cccxcxc</description> </speedDial100Entry> </SpeedDial100>
PUT Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.57 services/SpeedDial8

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Speed Dial 8 service.

An HTTP PUT contains a list of Speed Dial 8 entries to create or modify. Speed Dial 8 entries that are not included in the message body are not impacted.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/SpeedDial8
Command Category	Service Management
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <SpeedDial8 xmlns="http://schema.broadsoft.com/xsi"> <speedDialEntry> <speedCode>2</speedCode> <phoneNumber>1213323</phoneNumber> <description>testing</description> </speedDialEntry> <speedDialEntry> <speedCode>3</speedCode> <phoneNumber>11111</phoneNumber> <description>testing2</description> </speedDialEntry> <speedDialEntry> <speedCode>4</speedCode> </speedDialEntry> <speedDialEntry> <speedCode>5</speedCode> </speedDialEntry> <speedDialEntry> <speedCode>6</speedCode> </speedDialEntry> <speedDialEntry> <speedCode>7</speedCode> </speedDialEntry> <speedDialEntry> <speedCode>8</speedCode> </speedDialEntry> <speedDialEntry> <speedCode>9</speedCode> </speedDialEntry> </SpeedDial8>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <SpeedDial8 xmlns="http://schema.broadsoft.com/xsi"> <speedDialEntry> <speedCode>2</speedCode> <phoneNumber>1213323</phoneNumber> <description>testing</description> </speedDialEntry> <speedDialEntry> <speedCode>3</speedCode> <phoneNumber>11111</phoneNumber> <description>testing2</description> </speedDialEntry> </SpeedDial8>
PUT Response Content	No Content

3.5.3.58 services/ThirdPartyVoicemailSupport

This command is used to retrieve (GET method) or modify (PUT method) the settings of the Third Party Voice Mail Support service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/ThirdPartyVoicemailSupport
Command Category	Services

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Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ThirdPartyVoiceMailSupport xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <active>false</active> <busyRedirectToVoiceMail>true</busyRedirectToVoiceMail> <noAnswerRedirectToVoiceMail> true </noAnswerRedirectToVoiceMail> <alwaysRedirectToVoiceMail> false </alwaysRedirectToVoiceMail> <outOfPrimaryZoneRedirectToVoiceMail> false </outOfPrimaryZoneRedirectToVoiceMail> <noAnswerNumberOfRings> 4 </noAnswerNumberOfRings> </ThirdPartyVoiceMailSupport>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <ThirdPartyVoiceMailSupport xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <busyRedirectToVoiceMail>false</busyRedirectToVoiceMail> <noAnswerRedirectToVoiceMail> false </noAnswerRedirectToVoiceMail> <alwaysRedirectToVoiceMail> true </alwaysRedirectToVoiceMail> <outOfPrimaryZoneRedirectToVoiceMail> true </outOfPrimaryZoneRedirectToVoiceMail> <noAnswerNumberOfRings>5</noAnswerNumberOfRings> </ThirdPartyVoiceMailSupport>
PUT Response Content	No Content

3.5.3.59 services/VoiceMessaging

This command is used to retrieve (GET method) or modify (PUT method) the settings of Voice Messaging user service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/VoiceMessaging
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessaging xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <processing>Deliver To Email Address Only</processing> <voiceMessageDeliveryEmailAddress>blah@blah.com</voiceMessageDeliveryEmailAddress> <usePhoneMessageWaitingIndicator>true</usePhoneMessageWaitingIndicator> <sendVoiceMessageNotifyEmail>true</sendVoiceMessageNotifyEmail> <voiceMessageNotifyEmailAddress>notify@test.com</voiceMessageNotifyEmailAddress> <sendCarbonCopyVoiceMessage>false</sendCarbonCopyVoiceMessage> <voiceMessageCarbonCopyEmailAddress>cc@test.com</voiceMessageCarbonCopyEmailAddress> <transferOnZeroToPhoneNumber>false</transferOnZeroToPhoneNumber> <transferPhoneNumber>001</transferPhoneNumber> <alwaysRedirectToVoiceMail>false</alwaysRedirectToVoiceMail> <busyRedirectToVoiceMail>false</busyRedirectToVoiceMail> <noAnswerRedirectToVoiceMail>false</noAnswerRedirectToVoiceMail> <outOfPrimaryZoneRedirectToVoiceMail>false</outOfPrimaryZoneRedirectToVoiceMail> </VoiceMessaging>

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <VoiceMessaging xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <processing>Deliver To Email Address Only</processing> <voiceMessageDeliveryEmailAddress>delivery2@test.com</voiceMessageDeliveryEmailAddress> <usePhoneMessageWaitingIndicator>true</usePhoneMessageWaitingIndicator> <sendVoiceMessageNotifyEmail>true</sendVoiceMessageNotifyEmail> <voiceMessageNotifyEmailAddress>notify2@test.com</voiceMessageNotifyEmailAddress> <sendCarbonCopyVoiceMessage>false</sendCarbonCopyVoiceMessage> <voiceMessageCarbonCopyEmailAddress>cc@test.com</voiceMessageCarbonCopyEmailAddress> <transferOnZeroToPhoneNumber>false</transferOnZeroToPhoneNumber> <transferPhoneNumber>0001</transferPhoneNumber> <alwaysRedirectToVoiceMail>false</alwaysRedirectToVoiceMail> <busyRedirectToVoiceMail>false</busyRedirectToVoiceMail> <noAnswerRedirectToVoiceMail>false</noAnswerRedirectToVoiceMail> <outOfPrimaryZoneRedirectToVoiceMail>false</outOfPrimaryZoneRedirectToVoiceMail> </VoiceMessaging>
PUT Response Content	No Content

3.5.3.59.1 services/VoiceMessaging/Aliases

This command is used to retrieve (GET method) the list of Voice Messaging Alias entries or to create a new Alias entry (POST method).

A successful HTTP POST for a request returns a Location header with the URL of the Voice Messaging Alias entry created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/VoiceMessaging/Aliases

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Command Category	Services
Methods	GET,POST
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingAliasList xmlns="http://schema.broadsoft.com/xsi"> <phoneNumber>0123456789</phoneNumber> <phoneNumber>9876543210</phoneNumber> </VoiceMessagingAliasList>
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <VoiceMessagingAliasList xmlns="http://schema.broadsoft.com/xsi"> <phoneNumber>2222233333</phoneNumber> </VoiceMessagingAliasList>
POST Response Content	No Content

3.5.3.59.2 services/VoiceMessaging/Aliases /<phoneNumber>

This command is used to delete (DELETE method) a single Voice Messaging Alias entry.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/VoiceMessaging/Aliases/<phoneNumber>
Command Category	Services
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.3.59.3 services/VoiceMessaging/DistributionLists/<listid>

This command is used to retrieve (GET method) or modify (PUT method) a single Voice Messaging Distribution List entry.

There are 15 pre-defined distribution lists with ids from 0 through 14.

If the *phoneNumberList* is set to “nil”, then the configured distribution list is simply cleared.

Modifications made using the PUT method to the *phoneNumberList* element will replace existing phone number elements in the *phoneNumberList*.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/VoiceMessaging/DistributionLists/<listid>

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Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingDistributionList xmlns="http://schema.broadsoft.com/xsi"> <description>list1</description> <phoneNumberList> <phoneNumber>123</phoneNumber> <phoneNumber>456</phoneNumber> </phoneNumberList> </VoiceMessagingDistributionList>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?><VoiceMessagingDistributionList xmlns="http://schema.broadsoft.com/xsi"> <description>list5</description> <phoneNumberList> <phoneNumber>123</phoneNumber> <phoneNumber>456 </phoneNumber> </phoneNumberList> </VoiceMessagingDistributionList>
PUT Response Content	No Content

3.5.3.59.4 services/VoiceMessaging/MailServer

This command is used to retrieve (GET method) or modify (PUT method) the advanced settings of the Voice Messaging user service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/voicemessaging/mailserver
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingMailServer xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"> <mailServerSelection>Group Mail Server</mailServerSelection> <groupMailServerEmailAddress>joe@test.com</groupMailServerEmailAddress> <groupMailServerUserId>testID</groupMailServerUserId> <groupMailServerFullMailboxLimit>100</groupMailServerFullMailboxLimit> <useGroupDefaultMailServerFullMailboxLimit>false</useGroupDefaultMailServerFullMailboxLimit> <personalMailServerNetAddress xsi:nil="true"/> <personalMailServerProtocol>IMAP</personalMailServerProtocol> <personalMailServerRealDeleteForImap>false</personalMailServerRealDeleteForImap> <personalMailServerEmailAddress xsi:nil="true"/> <personalMailServerUserId xsi:nil="true"/> </VoiceMessagingMailServer>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <VoiceMessagingMailServer xmlns="http://schema.broadsoft.com/xsi"> <mailServerSelection>Group Mail Server</mailServerSelection> <groupMailServerEmailAddress>group1@broadsoft.com</groupMailServerEmailAddress> <groupMailServerUserId>group1</groupMailServerUserId> <groupMailServerPassword>passwordX</groupMailServerPassword> <useGroupDefaultMailServerFullMailboxLimit>true</useGroupDefaultMailServerFullMailboxLimit> </VoiceMessagingMailServer>

3.5.3.59.1 services/VoiceMessaging/Greetings

This command is used to retrieve (GET method) or modify (PUT method) the settings of Message Greetings related to Voice Messaging user service.

The following elements are only available on an Application Server:

- disableMessageDeposit
- disableMessageDepositAction
- greetingOnlyForwardDestination

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Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/VoiceMessaging/Greetings
Command Category	Services
Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingGreetings xmlns="http://schema.broadsoft.com/xsi"> <busyAnnouncementSelection>Personal</busyAnnouncementSelection> <busyPersonalAudioFile> <description>test-personal-busy</description> <mediaType>WAV</mediaType> </busyPersonalAudioFile> <busyPersonalVideoFile> <description>H.263 test-personal-video</description> <mediaType>MOV</mediaType> </busyPersonalVideoFile> <noAnswerAnnouncementSelection>Alternate03</noAnswerAnnouncementSelection> <noAnswerPersonalAudioFile> <description>call-waiting.wav</description> </noAnswerPersonalAudioFile> <noAnswerPersonalVideoFile> <description>H.263 QueueDefaultWhisperMsg.mov</description> </noAnswerPersonalVideoFile> <noAnswerAlternateGreeting01> <name>GREETING ONE</name> <audioFile> <description>VMdefaultLongMsgWarningTone.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 QueueEntranceWaitTimeMinute36.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting01> <noAnswerAlternateGreeting02> <name>GREETING TWO</name> <audioFile> <description>prepaid-low-credits-warning-

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	tone.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 TrtInterceptDeniedCall.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting02> <noAnswerAlternateGreeting03> <name>GREETING THREE</name> <audioFile> <description>call-waiting-1.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 QueueEntranceWaitTimeMinute76.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting03> <noAnswerNumberOfRings>10</noAnswerNumberOfRings> <disableMessageDeposit>true</disableMessageDeposit> <disableMessageDepositAction>Forward</disableMessageDepositAction> <greetingOnlyForwardDestination>0001</greetingOnlyForwardDestination> </VoiceMessagingGreetings>
PUT Request Content	<?xml version="1.0" encoding="ISO-8859-1"?> <VoiceMessagingGreetings xmlns="http://schema.broadsoft.com/xsi"> <busyAnnouncementSelection>Personal</busyAnnouncementSelection> <busyPersonalAudioFile> <description>test-personal-busy</description> <mediaType>WAV</mediaType> </busyPersonalAudioFile> <busyPersonalVideoFile> <description>H.263 test-personal-video</description> <mediaType>MOV</mediaType> </busyPersonalVideoFile> <noAnswerAnnouncementSelection>Alternate03</noAnswerAnnouncementSelection> <noAnswerPersonalAudioFile> <description>call-waiting.wav</description> </noAnswerPersonalAudioFile> <noAnswerPersonalVideoFile> <description>H.263 QueueDefaultWhisperMsg.mov</description> </noAnswerPersonalVideoFile> <noAnswerAlternateGreeting01>

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	<name>GREETING ONE</name> <audioFile> <description>VMdefaultLongMsgWarningTone.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 QueueEntranceWaitTimeMinute36.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting01> <noAnswerAlternateGreeting02> <name>GREETING TWO</name> <audioFile> <description>prepaid-low-credits-warning-tone.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 TrtInterceptDeniedCall.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting02> <noAnswerAlternateGreeting03> <name>GREETING THREE</name> <audioFile> <description>call-waiting-1.wav</description> <mediaType>WAV</mediaType> </audioFile> <videoFile> <description>H.263 QueueEntranceWaitTimeMinute76.mov</description> <mediaType>MOV</mediaType> </videoFile> </noAnswerAlternateGreeting03> <noAnswerNumberOfRings>10</noAnswerNumberOfRings> <disableMessageDeposit>true</disableMessageDeposit> <disableMessageDepositAction>Forward</disableMessageDepositAction> <greetingOnlyForwardDestination>0001</greetingOnlyForwardDestination> </VoiceMessagingGreetings>
PUT Response Content	No Content

3.5.3.60 services/VoicePortal

This command is used to retrieve (GET method) or modify (PUT method) a personalized name (upload audio file) for the Voice Messaging user service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/services/VoicePortal
Command Category	Services

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Methods	GET,PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <VoicePortal xmlns="http://schema.broadsoft.com/xsi"> <usePersonalizedName>true</usePersonalizedName> <voicePortalAutoLogin>true</voicePortalAutoLogin> <personalizedNameAudioFile> <description>desc2</description> <mediaType>WAV</mediaType> </personalizedNameAudioFile> </VoicePortal>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <VoicePortal xmlns="http://schema.broadsoft.com/xsi"> <usePersonalizedName>true</usePersonalizedName> <voicePortalAutoLogin>true</voicePortalAutoLogin> <personalizedNameAudioFile> <description>desc2</description> <mediaType>WAV</mediaType> <sourceFileName>D:\tmp\AACAccept.wav</sourceFileName> </personalizedNameAudioFile> </VoicePortal>

3.5.4 User Call Commands: /user/<userid>/calls

This section describes every call control command available in the Xtended Services Interface, targeting a BroadWorks-hosted end-user subscriber.

A key concept in call control commands is the *address* element/URL parameter. The address represents the identity of a user's phone or device. The most common example of an address is the phone number. A call control address in the Xtended Services Interface can be provided in various forms as follows:

- +12221001002 (E.164-formatted phone number)
- 1002 (phone number extension)
- user@xdp.broadsoft.com (user ID)
- sip:user@broadosft.com (SIP URI)
- tel: +12221001002 (Tel URI)

Any one of these formats can be specified when sending an "address" as documented in Xtended Services Interface call control commands.

3.5.4.1 calls

This service returns the list of active calls for a given user. If a user is in a conference, the call leg that is part of the conference is identified. The response to this command contains a URL that can be used to obtain details on each active call that the user is in.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls
Command Category	Call Management

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Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <Calls xmlns="http://schema.broadsoft.com/xsi"> <call inConference="false"> <callId>callhalf-722:0</callId> <uri>/v2.0/user/negi001@172.16.25.102/calls/callhalf-722:0</uri> </call> </Calls>

3.5.4.2 calls/New

This service triggers a click-to-dial call origination for the user.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/new
Example URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/new?address=5006007001
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>callhalf-488:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	M	This is the address to dial once the user has picked up the phone on the local end of the call.
clid	personal, <dnisNumber>	O	The calling line identity (CLID) to be presented while placing the call can be identified. This is used when a call center agent must place a call with an automatic call distribution (ACD) number different from their default configuration.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. The default value is “All”.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.3 calls/<callid>

This command is used to retrieve the details of a call (GET method) or to release a call (DELETE method).

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>`
Command Category	`Call Management`
Methods	`GET,DELETE`
GET Request Content	`No Content`

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GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <Call xmlns="http://schema.broadsoft.com/xsi" xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"> <callId>callhalf-770:0</callId> <extTrackingId>97:1</extTrackingId> <personality>Originator</personality> <state>Active</state> <remoteParty> <name>Subhash negi002</name> <address>tel:7002</address> <userId>negi002@172.16.25.102</userId> <userDN countryCode="1">tel:+15006007002;ext=7002</userDN> <callType>Group</callType> </remoteParty> <endpoint xsi1:type="xsi:AccessEndpoint" xmlns:xsi="http://schema.broadsoft.com/xsi”> <addressOfRecord>5006007004@172.16.25.102</addressOfRecord> </endpoint> <appearance>1</appearance> <diversionInhibited /> <startTime>1269437349112</startTime> <answerTime>1269437354737</answerTime> </Call>
DELETE Request Content	No Content
DELETE Response Content	No Content

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
decline	True, False	O	This parameter is only applicable to the DELETE method and is used to terminate a call in the alerting state. When *decline* is set to “True”, it indicates whether the call should be immediately rejected with *Temporarily Unavailable* processing. The default value is “False”. This means that the user stops being alerted, but the call remains in the alerting state until the call is released from the remote end or the answer timeout processing is triggered.
allowDetached	True, False	O	This parameter is only applicable to the GET method. When *allowDetached* is set to “True”, it indicates that the details should be returned for the call if the state is detached; otherwise, the details for the call are not returned if the state of the call is detached. The default value is “False”.

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3.5.4.4 calls/DispositionCode/<code>

This command is used to request BroadWorks to tag the most recent ACD call the specified user was involved in, with a disposition code. In this command, the specific call is not identified by a client application but determined by BroadWorks.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/DispositionCode/<code>`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.5 calls/<callid>/DispositionCode/<code>

This command is used to request the specified disposition code to be applied on the specified call.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/DispositionCode/<code>`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.6 calls/<callid>/BlindTransfer

This command is used to transfer the specified call to the specified address.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/BlindTransfer`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`

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PUT Response Content	`No Content`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	M	This is the address to use for the call redirection.
toFront	True, False	O	If the parameter is set to "True" and the call is being transferred to a call center queue, then the call is transferred to the front in the queue. The default value is "False".

3.5.4.7 calls/<callid>/ConsultTransfer/<callid>

This command is used to transfer the specified calls after consulting with the receiving party.

This is referred to as an Attended Transfer, a Consultative Transfer, or a Transfer with Consultation. The user must have the Call Transfer service to use this command.

Consultation Transfer requires two call IDs, the call ID of the party to be transferred, and the call ID of the consulted party.

In the URI, callid1 refers to the call ID of the party to be transferred and callid2 refers to the call ID of consulted party.

The scope and privacy control is provided by the BroadWorks platform, and not Xsi-Actions, as mentioned in previous sections.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid1>/ConsultTransfer/<callid2>`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.8 calls/<callid>/EmergencyEscalate

This command is used to place an emergency call from an agent to a supervisor. The call ID for which the emergency call applies is identified in the URI. This triggers the creation of a new call to the supervisor. This is different from a click-to-dial origination in that the current call is not placed on hold. The new call is placed to the supervisor and a conference is automatically created upon answer.

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The user must have either the Call Center Basic, Call Center Standard, or Call Center Premium service.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/EmergencyEscalate`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>12</externalTrackingId>`
	`</CallStartInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the supervisor to whom to escalate the call. When this is not specified, BroadWorks selects an available supervisor for the escalation.

3.5.4.9 calls/Escalate

This command is used to originate a call (a Click-To-Dial call) from an agent to a supervisor. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Call Center Standard or Call Center Premium service.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Escalate`
Command Category	`Call Management`
Methods	`POST`
POST Request	`No Content`

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Content	
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi”> <callId>localhost13:0</callId> <externalTrackingId>12</externalTrackingId> </CallStartInfo>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the supervisor to whom to escalate the call. When this is not specified, BroadWorks selects an available supervisor for the escalation.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is “All”.
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to “BroadWorksAnywhere”, the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to “SharedCallAppearance”, the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.10 calls/<callid>/FindMeFollowMeCallPush/<callId>

This command allows BroadWorks to push the specified call back to the FMFM group associated with the call. The response that is returned can be a success response or an error response.

An error response is returned for the following conditions:

- If the call identified by the call ID is not a call received by an FMFM group
- If the call identified by the call ID is no longer available on the Application Server
- If call <callid> is an emergency call

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- If the user is not a member of an alerting group that belongs to the FMFM group
- If diversions are inhibited for the call
- If it is blocked by the maximum Concurrent Redirections policy
- If it is blocked by Account/Authorization Codes service
- If it is blocked by Outgoing Calling Plan service
- If it is blocked by Communication Barring service

If the Call Push request succeeds, then the call is redirected to the selected FMFM group. All the users in the alerting groups are alerted again, except for the user who pushed the call.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/FindMeFollowMeCallPush/<callId>`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.11 calls/<callid>/GroupCallPark

This command is used to park the specified call using Group Call Park (GCP). To use this command, the user must be a member of a GCP. Upon handling the request, BroadWorks selects an address in the group against which to park the call.

A successful HTTP PUT request returns a *Content-Location* header with a URL that reflects the selected address and that can be used to retrieve the parked call.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/GroupCallPark`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

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3.5.4.12 calls/<callid>/Hold

This command is used to hold the specified call.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/Hold`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.13 calls/<callid>/MuteTransfer

This command is used to transfer the specified call to the specified address. The user must have the Call Transfer service to use this command. In contrast with the *calls/<callid>/BlindTransfer* service, the transfer actually takes place when the call to the specified address reaches the alerting state.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/MuteTransfer`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`

PUT Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi”>`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>12</externalTrackingId>`
	`</CallStartInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	M	This is the address to use for the call redirection.

3.5.4.14 calls/<callid>/Park

This command is used to park a call so that any member of the group/enterprise can retrieve it later. A call can be parked against any user of the group/enterprise, including the user who parks the call. However, a user can only have one call parked at a time against them.

The user's group must have the Call Park service to use this command.

Method Description:

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URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/Park`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the user against which to park the call. When not specified, the call is parked against the user's own address.

3.5.4.15 calls/<callid>/Record

This command is used to record the specified call. The user must have the Call Recording service to use this command.

This service is typically used when the user's Call Recording service is configured for "On-Demand" recording. Invoking this service on a call that is already being recorded is without effect and a success response is returned.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/Record`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.16 calls/<callid>/Reconnect

This command is used to retrieve the specified held call and release all other calls.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/Reconnect`
Command Category	`Call Management`

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Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.4.17 calls/<callid>/Talk

This command is used to answer the specified call if it is unanswered or to retrieve the specified call if it is held (that is, to start talking).

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/Talk
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.4.18 calls/<callid>/TransmitDTMF

This command is used to send a series of dual-tone multi-frequency (DTMF) digits on behalf of the user for the specified call.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/TransmitDTMF
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
playdtmf	String of digits: 0,1,2,3,4,5,6,7, 8,9,*,#, A, B, C, D, comma	M	These are the digits to transmit. Including a comma indicates a pause between digits. In this example, the digits 2405551000 are transmitted followed by a pause, followed by the digits 2345: "2405551000, 2345".

3.5.4.19 calls/<callid>/VmTransfer

This command is used to transfer the specified call to the user's own voice mail or to another user's voice mail.

The user must have the Call Transfer service to use this command. There must also be a valid BroadWorks voice portal for the user and/or target or a valid third-party voice mail support configuration for the target to use this request.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callid>/VmTransfer`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the target user's mailbox. If no address is specified, then the call is transferred to the transferring user's own voice mail.

3.5.4.20 calls/AutomaticCallback

This command is used to remove all pending Automatic Callbacks.

The user must have the Automatic Callback service to use this command.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/AutomaticCallback`
Command Category	`Call Management`
Methods	`DELETE`

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DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.4.21 calls/CallMeNow

The service is used to make a *CallMeNow* call to the specified user. The invoking party cannot be a BroadWorks user and specifies an address to be reached. The invoking party is called first, and the call proceeds to the specified user once the invoking party has been reached.

The specified user must have the Call Me Now service.

This service does not initiate an authentication challenge as the invoking party cannot be a BroadWorks user, and any authentication headers received in the request are ignored. However, the provided *address* parameter is screened per the user's outgoing calling plan or communication barring profile.

If the HTTP POST request is rejected (for example, the specified user does not have the Call Me Now service enabled or the screening of the provided address fails), then an error response is returned.

Otherwise, a 200 OK success response is returned. If the specified user has the Call Me Now service's *Answer Confirmation* option set to "Passcode", then the *CallMeNowStartInfo* returned in the success response includes the passcode to be used. For all other answer confirmation settings, the *CallMeNowStartInfo* returned in the success response contains no passcode.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/CallMeNow?address=[&transactionId=]
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <CallMeNowStartInfo xmlns="http://schema.broadsoft.com/xsi"> <passcode>1234</passcode> </CallMeNowStartInfo>

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	M	This is the address to use for calling the external party that is invoking the Call Me Now service. The following are examples of valid content for the *address* parameter: ▪ 2403645555 ▪ +12403645555 ▪ 5555 ▪ tel:+12403645555 ▪ sip:2403645555@broadworks
transactionId	String 1 to 128 characters	O	When present, the *transactionId* parameter is captured in the originating CDR created for the Call-Me-Now call from the target user to the external party. It can be used for various purposes such as capturing an identifier of the application or external party that is invoking the Call Me Now service.

3.5.4.22 calls/CallPickup

This command is used to pick up an alerting call. The user must be a member of a Call Pickup Group to use this request.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/CallPickup`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi”>`
	`<callId>localhost13:0</callId>`
	`<externalTrackingId>12</externalTrackingId>`
	`</CallStartInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is “All”.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.23 calls/CallRetrieve

This command is used to invoke the Call Retrieve function for the specified user. This service effectively pulls the specified call for the target user from its current location to a different location for the target user. The target user must have a multiple appearance service active, such as BroadWorks Mobility, BroadWorks Anywhere, or Shared Call Appearance. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call retrieved in the HTTP response.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/CallRetrieve`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callid>callhalf-1115:1</callid>`
	`  <externalTrackingId>40:1</externalTrackingId>`
	`</CallStartInfo>`

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.24 calls/CallReturn

This command is used to start a new call (that is, a Click-To-Dial call) using the address of the last call missed or received by the user. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Call Return service to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/CallReturn`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>12</externalTrackingId>`
	`</CallStartInfo>`

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.25 calls/Conference

This command is used to retrieve conference details, to start a conference, to add or remove participants to a conference, and to release a conference.

- Start Conference

  An HTTP POST requests a conference to be started with the specified call IDs in the call element. The user must have the N-Way Call or Three-Way Call service to make this request. A minimum of two call IDs is required to start a conference.

- Remove Participant

  Removing a participant is accomplished by ending the corresponding call that is part of the conference. An HTTP DELETE on the call's URL with the call ID of the participant's call removes the participant from the conference. Only one participant can be removed at a time.

- Retrieve Conference Detail

  An HTTP GET requests conference details for the specified user's active session.

- End Conference

  An HTTP DELETE requests the user's conference to be released. Note that this releases the user's leg to the conference and all the calls that are part of the conference as well.

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Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference
Command Category	Call Management
Methods	GET, POST, DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="UTF-8" ?> <Conference xmlns="http://schema.broadsoft.com/xsi"> <state>Active</state> <appearance>2</appearance> <conferenceType>Barge-In</conferenceType> <conferenceParticipantList> <conferenceParticipant> <callId>localhost1:0</callId> </conferenceParticipant> <conferenceParticipant> <callId>localhost1:1</callId> </conferenceParticipant> </conferenceParticipantList> </Conference>
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Conference xmlns="http://schema.broadsoft.com/xsi"> <conferenceParticipantList> <conferenceParticipant> <callId>localhost1:0</callId> </conferenceParticipant> <conferenceParticipant> <callId>localhost1:1</callId> </conferenceParticipant> </conferenceParticipantList> </Conference>
POST Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.4.25.1 calls/Conference/<callid>

This command is used to add the specified call ID as a participant in the user's conference. Only one participant can be added at a time.

The participant's call ID can be specified in the URL or in the XML body.

- If the call ID is not specified in either the URL or the body, then the request is rejected.
- If the call ID is sent both in the URL and the body, then the call ID in the URL is added and the call ID in the body is ignored.

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- If more than one call ID is sent in the body, then only the first call ID is added as a participant; the remaining call IDs are ignored.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference/<callid>`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.25.2 calls/Conference/<callid>/Deaf

This command is used to "make deaf" a call participating in a conference. When deaf, the conference audio stream from the conference controller is not transmitted to the conference participant associated with the call. However, every participant can hear the deaf party. The video stream to the deaf party (if applicable) is blacked out.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference/<callid>/Deaf`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.4.25.3 calls/Conference/<callid>/Mute

This command is used to mute a call participating in a conference. When muted, no audio stream is transmitted from the muted participant associated with the call to the other participants. The video stream of the call (if applicable) is not affected.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference/<callid>/Mute`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`

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PUT Response Content	No Content

3.5.4.25.4 calls/Conference/<callid>/UnDeaf

This command is used to undeaf a call participating in a conference. When this request is completed, the audio stream is transmitted again to the conference participant associated with the call. The video stream (if applicable) is restored.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference/<callid>/UnDeaf
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.4.25.5 calls/Conference/<callid>/UnMute

This command is used to unmute a call participating in a conference. When unmuted, the audio stream can again be transmitted from the conference participant associated with the call to the other participants. The video stream (if applicable) is not affected.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference/<callid>/UnMute
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.4.25.6 calls/Conference/Hold

This command is used to hold a conference.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference/Hold
Command Category	Call Management

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Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.4.25.7 calls/Conference/Talk

This command is used to retrieve a held conference.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/Conference/Talk
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.4.25.8 calls/Conference/Unmute

This command is used to unmute a conference. When unmuted, the audio stream can be transmitted from the controller of the conference (that is, the supervisor) to the other participants. This is typically used in the context of call center silent monitoring. When a supervisor initiates silent monitoring of an agent's call, then the call topology is reorganized into a conference call hosted by the supervisor and the supervisor is automatically muted. This command allows the supervisor to escalate silent monitoring to an actual barge-in.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/conference/unmute
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.4.26 calls/<callId>/CustomerOriginatedTrace

This command is used to initiate a Customer Originated Trace for the specified call. The user must have the Customer Originated Trace service to use this command.

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Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/<callId>/CustomerOriginatedTrace
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	No Content

3.5.4.27 calls/CustomerOriginatedTrace

This command is used to initiate a Customer Originated Trace. The trace is made for the user's most recently received/missed call. The user must have the Customer Originated Trace service to use this command.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/CustomerOriginatedTrace
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST Response Content	No Content

3.5.4.28 calls/DirectedCallPickup

This command is used perform a Directed Call Pickup. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Directed Call Pickup service assigned to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/DirectedCallPickup
Command Category	Call Management
Methods	POST
POST Request Content	No Content
POST	<?xml version="1.0" encoding="UTF-8"?>

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Response Content	<CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the user to pickup. When not specified, the user is connected is to an IVR and prompted for the target user's address.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.29 calls/DirectedCallPickupBargeIn

This command is used perform a Directed Call Pickup with Barge-in. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Directed Call Pickup with Barge-in service assigned to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/DirectedCallPickupBargeIn
Command Category	Call Management

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Methods	POST
POST Request Content	No Content
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>localhost13:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the user to barge-in. When not specified, automatic target selection is used (if enabled) or the user is connected is to an IVR and prompted for the target user's address.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.30 calls/Imrn

The *imrn* command allows the user to create an IMRN resource on the BroadWorks Application Server to anchor a mobile call. The response generally contains the IMRN number allocated by the Application Server.

This is a POST operation and a response contains the allocated or created IMRN resource.

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This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/imrn[&callingPartyAddress=][&calledPartyAddress=]`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content When status code is 201	`<?xml version="1.0" encoding="UTF-8"?>`
	`<IMRNInfo xmlns:p="http://schema.broadsoft.com/xsi">`
	`  <imrn>+15125556666</imrn>`
	`</IMRNInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
callingPartyAddress	String	M	This is the address of the calling party who is originating this call. The following are examples of valid content for this parameter: ▪ 9725551111 ▪ +19725551111
calledPartyAddress	String	M	This is the dialed digits of the called party address where the call is terminated. The following are examples of valid content for this parameter: ▪ 9725551111 ▪ +19725551111 ▪ Feature access codes ▪ Service access codes such as 711, 411

3.5.4.31 calls/LastNumberRedial

This command is used to originate a new call (a Click-To-Dial call) using the last address that was dialed. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Last Number Redial service to use this command.

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A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/LastNumberRedial`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>70:1</externalTrackingId>`
	`</CallStartInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.32 calls/MessageSummary

This command is used to retrieve the message summary or to reset the message summary. This service can also be used in a third-party voice messaging system to indicate the presence or absence of new messages.

- Get message summary

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An HTTP GET request retrieves the message summary. The user must have the Voice Messaging service or the Third-Party Voice Mail Support service to use the GET method.

- Clear message summary

  An HTTP DELETE request clears the message summary. The user must have the Voice Messaging service or the Third-Party Voice Mail Support service to use the DELETE method.

- Indicate presence or absence of new messages (Third-Party Voice Messaging)

  An HTTP PUT request sets the number of new messages to either "0" or "1". All other elements of the message summary are cleared. This command is typically used by a third-party voice messaging system to control the message waiting indicator of the user's devices. The new message indicator is included in a parameter and any message body included in the request is ignored. The user must have the Third-Party Voice Mail Support service to use the PUT method.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/MessageSummary
Command Category	Calls
Methods	GET, DELETE, PUT
GET Request Content	No Content
GET Response Content	<VoiceMailMessageSummary xmlns="http://schema.broadsoft.com/xsi"> <summary> <newMessages>2</newMessages> <oldMessages>3</oldMessages> <newUrgentMessages>2</newUrgentMessages> <oldUrgentMessages>3</oldUrgentMessages> </summary> </VoiceMailMessageSummary>
DELETE Request Content	No Content
DELETE Response Content	No Content
PUT Request Content	No Content
PUT Response Content	No Content

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
thirdPartyNewMessage	True/False	M	This parameter is mandatory and applicable only for the PUT method. It can be used to set the number of new messages to "0" (false) or "1" (true). This is only applicable for users that have the Third-Party Voice Mail Support service. If Third-Party Voice Mail Support is enabled, then the number of new messages for the service is set as specified and the necessary message summary notifications are sent. Using the PUT method with this command for a user without Third-Party Voice Mail Support results in an error response to the request.

3.5.4.33 calls/ParkRetrieve

This command is used to retrieve a parked call. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user's group must have the Call Park service to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/ParkRetrieve`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>12</externalTrackingId>`
	`</CallStartInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address where a call is parked. When not specified, the user is connected is to an IVR and prompted for the parked against address.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.34 calls/PushToTalk

This command is used to originate Push-To-Talk call (a Click-To-Dial call) to the specified address. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Push To Talk service to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/PushToTalk`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>70:1</externalTrackingId>`
	`</CallStartInfo>`

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the remote party to call. When not specified, the user is connected is to an IVR and prompted for the called party address.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.35 calls/SilentMonitor

This command is used by a supervisor to silently monitor an agent. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Directed Call Pickup with Barge-in and Call Center Monitoring services to use this command.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/SilentMonitor`
Command Category	`Call Management`
Methods	`POST`

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POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>70:1</externalTrackingId>`
	`</CallStartInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the user to monitor. When not specified, the user is connected is to an IVR and prompted for the target user's address.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

3.5.4.36 calls/SilentMonitorNext

This command is used by a supervisor to silently monitor the next ACD call to an agent or the next call to a call center or route point. When the request is received, the Application Server emulates feature access code (FAC) dialing by the user. A new call is originated as if the user dialed a feature access code.

The user must have the Directed Call Pickup with Barge-in and Call Center Monitoring services to use this command. If the target of the request is a call center, then the call center type must be Premium.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

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This functionality is only available for users hosted on an Application Server. An error is returned when invoked for users hosted on an Execution Server.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/calls/SilentMonitorNext`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<CallStartInfo xmlns="http://schema.broadsoft.com/xsi">`
	`  <callId>localhost13:0</callId>`
	`  <externalTrackingId>70:1</externalTrackingId>`
	`</CallStartInfo>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	This is the address of the user to pickup. When not specified, the user is connected is to an IVR and prompted for the target user's address.
location	Primary, BroadworksAnywhere, SharedCallAppearance, Mobility, All	O	Specifies the Click-To-Dial locations to ring. Default value is "All".
locationAddress	String	O	The *locationAddress* parameter identifies a specific BroadWorks Anywhere directory number or a specific Shared Call Appearance location. When the *location* parameter is set to "BroadWorksAnywhere", the *locationAddress* is optional and contains a directory number. The directory number can be in E.164 format or it can just contain digits. The following are valid directory numbers for the *locationAddress* parameter: ▪ 9725551000 ▪ +19725551000 When the *location* parameter is set to "SharedCallAppearance", the *locationAddress* contains a BroadWorks address of record. The address of record can be user@domain for SIP locations or user for MGCP locations. The following are valid address of records for the *locationAddress:* ▪ 9725551000@broadsoft.com ▪ 9725551000

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3.5.5 User Directories Commands: /user/<userid>/directories

3.5.5.1 directories/Agents

This command is used by a call center supervisor user to retrieve the list of call center agents being supervised.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/Agents`
Command Category	`Directory`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<CallCenterAgents`
	`xmlns="http://schema.broadsoft.com/xsi”>`
	`<callCenter>`
	`<serviceUserID>Premium@172.16.25.102</serviceUserID>`
	`<agentList>`
	`<userDetails>`
	`<userId>negi001@172.16.25.102</userId>`
	`<firstName>Subhash</firstName>`
	`<lastName>Negi</lastName>`
	`<hiranganaLastName>Negi</hiranganaLastName>`
	`<hiranganaFirstName>Subhash</hiranganaFirstName>`
	`<number>+15146987606</number>`
	`</userDetails>`
	`</agentList>`
	`</callCenter>`
	`</CallCenterAgents>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
callcenter	String	O	This can be specified to return the list of agents that belong to a specific call center
firstName	String	O	Search criteria for a user’s first name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user’s last name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
number	String	O	Search criteria for a user’s number. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
Extension	String	O	Search criteria for a user’s extension. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion.*
searchCriteriaModeOr	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. - If the *searchCriteriaModeOr* is set to "true", then any result that matches any of the criteria is included in the result. - If the *searchCriteriaModeOr* is set to "false", only results that match all the search criteria are included in the results. Default value is "False".

3.5.5.2 directories/BroadWorksAnywherePortal

This command is used to retrieve the BroadWorks Anywhere Portal numbers for a user. These are the numbers that can be used to initiate a BroadWorks call from a mobile phone using BroadWorks Anywhere.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/BroadWorksAnywherePortal`
Command Category	`Call Lists`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<BroadWorksAnywherePortal xmlns="http://www.broadsoft.com/xsi">`
	`  <phoneNumbers>`
	`  <phoneNumber>2003004001</phoneNumber>`
	`  <phoneNumber>2003004002</phoneNumber>`
	`  </phoneNumbers>`
	`</BroadWorksAnywherePortal>`

3.5.5.3 directories/CallCenters

This command is used to retrieve the list of call centers that a user is associated with as an agent or as a supervisor.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallCenters`
Command Category	`Call Lists`
Methods	`GET`

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GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallCenters xmlns="http://schema.broadsoft.com/xsi"> <callCenter> <serviceUserID>CallCenter1@company.com</serviceUserID> <numberCallsInQueue>4</numberCallsInQueue> </callCenter> <callCenter> <serviceUserID>CallCenter2@company.com</serviceUserID> <numberCallsInQueue>2</numberCallsInQueue> </callCenter> </CallCenters>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
user	Agent, Supervisor	M	Determines the type of relationship to look up. ▪ When set to "Agent", the command returns the list of call centers where the user is an agent. ▪ When set to "Supervisor", the command returns the list of call centers where the user is a supervisor.
onlyLastStaffing	True, False	O	This parameter is only applicable when the user is set to "Agent". When this parameter is set to "true", then the response includes a list of call centers for which the user is the last staffing agent and includes the number of calls remaining in those queues. Default value is "False".

3.5.5.4 directories/CallLogs

This command is used to retrieve (GET method) or delete (DELETE method) all call logs.

The user must have the Basic Call Logs service.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallLogs
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <CallLogs xmlns="http://schema.broadsoft.com/xsi”> <placed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:38:41.101+05:30</time> <callLogId>48:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7004</phoneNumber> <name>Subhash Negi</name> <time>2010-03-26T15:38:33.844+05:30</time> <callLogId>49:0</callLogId> </callLogsEntry> </placed> <received /> <missed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-24T11:45:46.138+05:30</time> <callLogId>55:0</callLogId> </callLogsEntry> </missed> </CallLogs>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.5.4.1 directories/CallLogs/Missed

This service is a subset of Call Logs service for missed call logs.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallLogs/Missed
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <missed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:38:41.101+05:30</time> <callLogId>46:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7004</phoneNumber> <name>Subhash Negi</name> <time>2010-03-26T15:38:33.844+05:30</time> <callLogId>45:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007003</phoneNumber> <name>Subhash negi003</name> <time>2010-03-26T15:24:08.564+05:30</time> <callLogId>44:0</callLogId> </callLogsEntry> </missed>
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.5.4.1.1 directories/CallLogs/Missed/<callLogId>

This service allows the deletion of a specific missed call log by specifying its *callLogId*.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallLogs/Missed/<callLogId>
Command Category	Call Lists
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

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3.5.5.4.2 directories/CallLogs/Placed

This service is a subset of Call Logs service for placed call logs.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallLogs/Placed
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <placed> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:38:41.101+05:30</time> <callLogId>46:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>7004</phoneNumber> <name>Subhash Negi</name> <time>2010-03-26T15:38:33.844+05:30</time> <callLogId>45:0</callLogId> </callLogsEntry> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007003</phoneNumber> <name>Subhash negi003</name> <time>2010-03-26T15:24:08.564+05:30</time> <callLogId>44:0</callLogId> </callLogsEntry> </placed>
DELETE Request Content	No Content
DELETE Response Content	No Content

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3.5.5.4.2.1 directories/CallLogs/Placed/<callLogId>

This service allows the deletion of a specific placed call log by specifying its *callLogId*.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallLogs/Placed/<callLogId>
Command Category	Call Lists
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.5.4.3 directories/CallLogs/Received

This service is a subset of Call Logs service for received call log.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallLogs/Received
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <received> <callLogsEntry> <countryCode>1</countryCode> <phoneNumber>5006007002</phoneNumber> <name>Subhash negi002</name> <time>2010-03-26T15:39:39.811+05:30</time> <callLogId>47:0</callLogId> </callLogsEntry> </received>
DELETE Request Content	No Content
DELETE Response Content	No Content

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3.5.5.4.3.1 directories/CallLogs/Received/<callLogId>

This service allows the deletion of a specific received call log by specifying its *callLogId*.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CallLogs/Received/<callLogId>`
Command Category	`Call Lists`
Methods	`DELETE`
DELETE Request Content	`No Content`
DELETE Response Content	`No Content`

3.5.5.5 directories/CustomContact

This command is used to get the list of directory names.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CustomContact`
Command Category	`Call Lists`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<CustomContact xmlns="http://schema.broadsoft.com/xsi”>`
	`  <directory>`
	`  <name>customDir1</name>`
	`  </directory>`
	`  <directory>`
	`  <name>customDir2</name>`
	`  </directory>`
	`</CustomContact>`

3.5.5.5.1 directories/CustomContact/<directoryName>

This command is used to retrieve the contact details for a particular custom contact directory.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/CustomContact/<directoryName>`
Command Category	`Directory`
Methods	`GET`

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GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="windows-1251"?> <Directory xmlns="http://schema.broadsoft.com/xsi"> <contacts> <userId>north03@mtlasdev87.net</userId> <firstName>john3</firstName> <lastName>north</lastName> <number>5146987503</number> <extension>875-503</extension> <name>north,john3</name> </contact> <contact> <userId>south08@mtlasdev87.net</userId> <firstName>john8</firstName> <lastName>south</lastName> <number>5146987608</number> <extension>608</extension> <name>south,john8</name> <mobile>123-456-7890</mobile> <emailAddress>south08@yahoo.com</emailAddress> </contact> </contacts> </Directory>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user's last name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
number	String	O	Search criteria for a user's number. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
Extension	String	O	Search criteria for a user's extension. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
mobile	String	O	Search criteria for a user's mobile. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
searchCriteriaModeOr	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. ▪ If the *searchCriteriaModeOr* is set to "true", then any result that matches any of the criteria is included in the result. ▪ If the *searchCriteriaModeOr* is set to "false", only results that match all the search criteria are included in the results. Default value is "False".

3.5.5.6 directories/EnhancedCallLogs

This command is used to retrieve (GET method) or delete (DELETE method) all call logs.

The user must have the Enhanced Call Logs service to use this command.

This command supports paging. For more information about URL parameters and message body elements related to paging, see section *3.5.14 Paging Responses*.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/EnhancedCallLogs`
Command Category	`Call Lists`
Methods	`GET, DELETE`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<EnhancedCallLogs xmlns="http//schema.broadsoft.com/xsi">`
	`<startIndex>1</startIndex>`
	`<numberOfRecords>1</numberOfRecords>`
	`<placed>`
	`<enhancedCallLogsExtendedEntry>`
	`<countryCode>1</countryCode>`
	`<callLogId>12345</callLogId>`
	`<callId>337</callId>`
	`<subscriberType>User</subscriberType>`
	`<dialedNumber>1004</dialedNumber>`
	`<calledNumber>1004</calledNumber>`
	`<callingAssertedNumber>12131001003`
	`</callingAssertedNumber>`
	`<callingPresentationNumber>1003`
	`</callingPresentationNumber>`
	`<callingPresentationNumberSource>User`
	`</callingPresentationNumberSource>`
	`<callingPresentationName>Charlie`
	`</callingPresentationName>`
	`<callingPresentationIndicator>Public`
	`</callingPresentationIndicator>`
	`<calledGroupId>CC</calledGroupId>`
	`<connectedNumber>1004</connectedNumber>`
	`<connectedPresentationIndicator>Public`
	`</connectedPresentationIndicator>`
	`<typeOfNetwork>Private</typeOfNetwork>`
	`<callCategory>Local</callCategory>`

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	<basicCallType>Group</basicCallType> <time>2001-12-31T12:00:00</time> <startTime>5678901234</startTime> <answerTime>5678901250</answerTime> <releaseTime>5678901400</releaseTime> <detachedTime>5678901300</detachedTime> <serviceInvocationDisposition>Voice Mail Transfer </serviceInvocationDisposition> <serviceInvocationDialedNumber>1050 </serviceInvocationDialedNumber> <serviceInvocationCalledNumber>1050 </serviceInvocationCalledNumber> <serviceInvocationBasicCallType>User </serviceInvocationBasicCallType> <serviceInvocationCalledDirectoryName>Voice Portal </serviceInvocationCalledDirectoryName> <serviceInvocationCalledGroupId>CC </serviceInvocationCalledGroupId> </enhancedCallLogsExtendedEntry> </placed>
DELETE Request Content	No Content
DELETE Response Content	No Content

Parameter Description:

Enhanced call logs can be filtered by specifying various optional query parameters. Parameters applicable for the GET method are categorized in different groups.

- Paging query parameters (see section *3.5.14 Paging Responses*)
- Date range query parameters
- Number and call type query parameters
- Service invocation query parameters
- Account authorization code query parameters

Date Range Query Parameters:

Date range query parameters can be applied to retrieve enhanced call logs from a certain time interval. The URI method can (optionally) include both or any of these parameters from this group. If none of these is specified, the call logs are filtered with the *endTime* as the current time and the *startTime* as the beginning of the previous month. The *endTime* should always be greater than the *startTime*. If the query parameters contain invalid values, then an error response is returned. If the Call Detail Server solution is being used, these query parameters have no effect and are ignored to provide the existing functionality.

It should be noted that only enhanced call log entries with the start time within the specified date range are selected and these date range values are inclusive in the selection.

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The following table describes the parameters applicable in this group.

Parameter Name	Allowed Values	Optional/ Mandatory	Description
startTime	String in Date Time format as per xs:dateTime specification	O	The filter for the start time specifies the start time of the data range. When this filter is used, all call log entries that have the *startTime* value after or at the specified value are returned. Note that this parameter can be associated with only one value and therefore, it cannot be repeated. If it is assigned more than one value, only the first assigned value is used; others are ignored. If this parameter is not present, then the default value is calculated as of the beginning of previous month. The *startTime* can be specified in xs:dateTime in the following form: ▪ "YYYY-MM-DDThh:mm:ss", where: ▪ YYYY indicates the year ▪ MM indicates the month ▪ DD indicates the day ▪ T indicates the start of the required time section ▪ hh indicates the hour ▪ mm indicates the minute ▪ ss indicates the second The *startTime* in UTC time can be specified by adding "Z" behind the time or it can be specified in other time zones by providing an offset from UTC time. For example, 2011-06-15T12:00:00-05:00 represents noon on June 15, 2011, Central Daylight Savings Time, which is same as 2011-06-15T17:00:00Z, when specified in UTC time. For information on xs:dateTime, see *W3C Recommendation 28, XML Schema Part 2: Datatypes Second Edition* [5].
endTime	String in Date Time format as per xs:dateTime specification. The format for *endTime* is same as *startTime*.	O	The filter for the release time specifies the end time of the date range. When this filter is used, all call log entries that have the end time before or at the specified end time are returned. Note that this parameter can be associated with only one value and therefore, it cannot be repeated. If it is assigned more than one value, only the first assigned value is used; others are ignored. If this parameter is not present, then the default value is calculated as current time.

Number and Call Type Query Parameters:

The URI method can only have one query parameter from this group. If two or more different query parameters from this group are present, then only the first valid query parameter is selected and others are ignored as if they are not present. The first valid query parameter is determined by looking for the occurrence of query parameters in the same order as described in the following table.

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The query parameters in this group can be associated with multiple values. For information on how to include different values for the same parameter in the query string, see section *3.3 Message Encoding*.

The following table describes the parameters that are applicable in this filter group.

Parameter Name	Allowed Values	Optional/ Mandatory	Description
basicCallType	Group Enterprise Network NetworkURL Repair Emergency Internal	O	This is the filter for basic call types. This query parameter can be associated with multiple values. When multiple values are specified, call log entries that match any one of the specified values are returned. Multiple values are combined using a logical OR operation. For *Missed* or *Received* call logs, the allowed values are “Group”, “Enterprise”, and “Network”.
callCategory	Local National Interlata International Private Emergency Other	O	This is the filter for call categories. This query parameter can be associated with multiple values. When multiple values are specified, call log entries that match any one of the specified values are returned. Multiple values are combined using a logical OR operation.
configurableCallType	Values that are provisioned in the Application Server	O	This is the filter for configurable call types. This query parameter can be associated with multiple values. When multiple values are specified, call log entries that match any one of the specified values are returned. Multiple values are combined using a logical OR operation.
dialedNumber	String containing digits or URI	O	This is the filter for dialed numbers. This query parameter can be associated with multiple values to represent different criteria sets. When this filter option is used, *Placed* call log entries that match all of the specified values are selected. Multiple values are combined using a logical AND operation. Values for this parameter can contain wildcard character search criteria, as described in *3.5.13 Wild Card and Flag Usage in Search Criterion*.
calledNumber	String containing digits or URI	O	This is the filter for called numbers. This query parameter can be associated with multiple values to represent different criteria sets. When this filter option is used, *Placed* call log entries that match all of the specified values are selected. Multiple values are combined using a logical AND operation. Values for this parameter can contain wild card character search criteria, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

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Parameter Name	Allowed Values	Optional/ Mandatory	Description
networkTranslatedAddress	String containing digits or URI	O	This is the filter for network translated number or address. This query parameter can be associated with multiple values to represent different criteria sets. When this filter option is used, *Placed* call log entries that match all of the specified values are selected. Multiple values are combined using a logical AND operation. Values for this parameter can contain wildcard character search criteria, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion.*
callingPresentationNumber	String containing digits or URI	O	This is the filter for calling presentation number. This query parameter can be associated with multiple values to represent different criteria sets. When this filter option is used, *Received* or *Missed* call log entries that match all of the specified values are selected. Multiple values are combined using a logical AND operation. Values for this parameter can contain wildcard character search criteria, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion.*

Service Invocation Query Parameters:

The following table describes the parameters that are applicable in this category. The URI method can have only one parameter from this group. If more than one query parameter from this group is present, only the first valid query parameter is selected and others are ignored as if they are not present. The first valid query parameter is determined by looking for the occurrence of query parameters in the same order as described in the table.

The query parameters in this group can be associated with multiple values. For information on how to include different values for the same parameter in the query string, see section *3.3 Message Encoding*.

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Parameter Name	Allowed Values	Optional/ Mandatory	Description
serviceInvocationDisposition	ANY, NONE For a list of all other allowed values, see the definition of the type ServiceInvocationDisposition in the XML schema for Xsi.	O	This is the filter for calls that have service invocation disposition codes. This query parameter can be associated with multiple values. If the value is “ANY”, call log entries that have any service invocation codes are selected. If the value is “NONE”, call log entries that have no service invocation codes are selected. Even though this query parameter can have multiple values, the following filter criteria are applied in the following order. NONE: If present, any other values are ignored. ANY: If present, any other values are ignored. If the value is not “ANY” or “NONE”, call log entries that match any one of the specified values are selected. If the values contain both “NONE” and “ANY”, then “NONE” is considered as the value of this filter. Multiple values are combined using a logical OR operation.
serviceInvocationBasicCallType	Group Enterprise Network NetworkURL Repair Emergency Internal	O	This is the filter for service invocation basic call types. This query parameter can be associated with multiple values. When multiple values are specified, call log entries that match any one of the specified values are returned. Multiple values are combined using a logical OR operation.
serviceInvocationCallCategory	Local National Interlata International Private Emergency Other	O	This is the filter for service invocation call categories. This query parameter can be associated with multiple values. When multiple values are specified, call log entries that match any one of the specified values are returned. Multiple values are combined using a logical OR operation.
serviceInvocationConfigurableCallType	Values provisioned in the Application Server	O	This filter is for service invocation configurable call types. This query parameter can be associated with multiple values. When this filter option is used, call log entries that match all of the specified values are selected. Values for this parameter can contain wildcard character search criteria. Multiple values are combined using a logical OR operation.

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Parameter Name	Allowed Values	Optional/ Mandatory	Description
serviceInvocationDialedNumber	String containing digits or URI	O	This is the filter for service invocation dialed numbers. This query parameter can be associated with multiple values to represent different criteria sets. When this filter option is used, call log entries that match all of the specified values are selected. Multiple values are combined using a logical AND operation. Values for this parameter can contain wildcard character search criteria, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion.*
serviceInvocationNetworkCalledNumber	String containing digits or URI	O	This is the filter for service invocation called numbers. This query parameter can be associated with multiple values to represent different criteria sets. When this filter option is used, call log entries that match all of the specified values are selected. Multiple values are combined using a logical AND operation. Values for this parameter can contain wildcard character search criteria, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion.*
serviceInvocationNetworkTranslatedAddress	String containing digits or URI	O	This is the filter for service invocation network translated numbers. This query parameter can be associated with multiple values to represent different criteria sets. When this filter option is used, call log entries that match all of the specified values are selected. Multiple values are combined using a logical AND operation. Values for this parameter can contain wildcard character search criteria, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion.*

Account/Authorization Code Query Parameter:

This group has only one query parameter. Account or authorization codes are a sequence of digits associated with a given user. This query filters the call log entries for account or authorization codes. Valid values for this parameter are “ANY”, NONE”, or a string containing digits. The interface rejects a request that has explicit invalid parameter values.

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Parameter Name	Allowed Values	Optional/ Mandatory	Description
accountAuthorizationCode	ANY, NONE, String containing only digits to represent specific account or authorization code	O	This is the filter for account/authorization codes. This parameter is associated with only one value. If more than one value is present, others are ignored. If the value is "NONE", then all call log entries that do not have an account/authorization code are selected. If the value is "ANY", then all call log entries that have any authorization code are selected. If the value is for a specific account code, then all call log entries matching the specified value are selected. If the values contain both "NONE" and "ANY", then "NONE" is considered as the value of this filter.

Examples of URIs with different query parameters:

Example 1**:**

The following URI command selects all enhanced call log entries between June 1, 2011 and June 15, 2011.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs?start=1&results=5
0& startTime=2011-06-01&endTime=2011-06-15
```

Example 2:

The following URI command selects the enhanced call log entries between June 1, 2011 and June 15, 2011, with the basic call type as group or enterprise, and with the service invocation disposition as Call Forward No Answer or Voice Mail Transfer.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs?start=1&results=5
0&startTime=2011-06-01&endTime=2011-06-
15&basicCallType=Group&basicCallType=Enterprise&serviceInvocationDisposit
ion=Call+Forward+No+Answer&serviceInvocationDisposition=Voice+Mail+
Transfer
```

Example 3:

The following URI command selects the enhanced call log entries between June 1, 2011 and June 15, 2011 that have any *accountAuthorization* code.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs?start=1&results=5
0&startTime=2011-06-01&endTime=2011-06-15&accountAuthorizationCode=ANY
```


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3.5.5.6.1 directories/EnhancedCallLogs/Missed

This service is a subset of Enhanced Call Logs service for missed call logs.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Missed
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <EnhancedCallLogs xmlns:"http//schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>1</numberOfRecords> <missed> <startIndex>1</startIndex> <numberOfRecords>1</numberOfRecords> <enhancedCallLogsExtendedEntry> <countryCode>1</countryCode> <callLogId>23456</callLogId> <callId>195</callId> <subscriberType>User</subscriberType> <callingAssertedNumber>13015550005 </callingAssertedNumber> <callingPresentationNumber>+13015550005@10.2.202.16 </callingPresentationNumber> <callingPresentationName>Cisco-Ata </callingPresentationName> <callingPresentationIndicator>Public </callingPresentationIndicator> <connectedNumber>12131001003</connectedNumber> <connectedNumberSource>User</connectedNumberSource> <connectedName>Charlie</connectedName> <connectedPresentationIndicator>Public </connectedPresentationIndicator> <typeOfNetwork>Private</typeOfNetwork> <basicCallType>Network</basicCallType> <time>2001-12-31T12:00:00</time> <startTime>5678901234</startTime> <releaseTime>5678901400</releaseTime> <detachedTime>5678901234</detachedTime> <detachedAnswerTime>5678901300</detachedAnswerTime> <serviceInvocationDisposition>Call Forward Always </serviceInvocationDisposition> <serviceInvocationDialedNumber>1045 </serviceInvocationDialedNumber> <serviceInvocationCalledNumber>1045 </serviceInvocationCalledNumber> <serviceInvocationBasicCallType>Group </serviceInvocationBasicCallType> <serviceInvocationCalledDirectoryName>gstream </serviceInvocationCalledDirectoryName> <serviceInvocationCalledGroupId>CC </serviceInvocationCalledGroupId> </enhancedCallLogsExtendedEntry> </missed>

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DELETE Request Content	No Content
DELETE Response Content	No Content

Parameter Description:

The parameters described in section *3.5.5.6 directories/EnhancedCallLogs* are applicable to this method as well.

Example of URIs with different query parameters:

Examples for URI method *directories/EnhancedCallLogs/Received* are applicable to this method as well.

3.5.5.6.1.1 directories/EnhancedCallLogs/Missed/<callLogId>

This service allows the deletion of a specific missed call log by specifying its *callLogId*.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Missed/<callLogId>
Command Category	Call Lists
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.5.6.2 directories/EnhancedCallLogs/Placed

This service is a subset of EnhancedCallLogs service for placed call logs.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content

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GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <EnhancedCallLogs xmlns:"http//schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>1</numberOfRecords> <placed> <startIndex>1</startIndex> <numberOfRecords>1</numberOfRecords> <enhancedCallLogsExtendedEntry> <countryCode>1</countryCode> <callLogId>12345</callLogId> <callId>337</callId> <subscriberType>User</subscriberType> <dialedNumber>1004</dialedNumber> <calledNumber>1004</calledNumber> <callingAssertedNumber>12131001003 </callingAssertedNumber> <callingPresentationNumber>1003 </callingPresentationNumber> <callingPresentationNumberSource>User </callingPresentationNumberSource> <callingPresentationName>Charlie </callingPresentationName> <callingPresentationIndicator>Public </callingPresentationIndicator> <calledGroupId>CC</calledGroupId> <connectedNumber>1004</connectedNumber> <connectedPresentationIndicator>Public </connectedPresentationIndicator> <typeOfNetwork>Private</typeOfNetwork> <callCategory>Local</callCategory> <basicCallType>Group</basicCallType> <time>2001-12-31T12:00:00</time> <startTime>5678901234</startTime> <answerTime>5678901250</answerTime> <releaseTime>5678901400</releaseTime> <detachedTime>5678901300</detachedTime> <serviceInvocationDisposition>Voice Mail Transfer </serviceInvocationDisposition> <serviceInvocationDialedNumber>1050 </serviceInvocationDialedNumber> <serviceInvocationCalledNumber>1050 </serviceInvocationCalledNumber> <serviceInvocationBasicCallType>User </serviceInvocationBasicCallType> <serviceInvocationCalledDirectoryName>Voice Portal </serviceInvocationCalledDirectoryName> <serviceInvocationCalledGroupId>CC </serviceInvocationCalledGroupId> </enhancedCallLogsExtendedEntry> </placed>
DELETE Request Content	No Content
DELETE Response Content	No Content

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Parameter Description:

The parameters described in section *3.5.5.6 directories/EnhancedCallLogs* are applicable to this method as well. The only exception is that *callingPresentationNumber* the query parameter mentioned in the number and call type parameters group is not applicable for this method.

Example of URIs with different query parameters:

Example 1:

The following URI command selects all placed enhanced call log entries between June 1, 2011 and June 15, 2011, where the dialed numbers start with 972 and contain 354.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed?start=1&re
sults=50&startTime=2011-06-01&endTime=2011-06-
15&dialedNumber=972*&dialedNumber=*354*
```

Example 2:

The following URI command selects all placed enhanced call log entries between June 1, 2011 and June 15, 2011, where the call category is International or National, that is, all long distance and international calls placed by the user.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed?start=1&re
sults=50&startTime=2011-06-01&endTime=2011-06-
15&callCategory=National&callcategory=International
```

Example 3:

The following URL command selects all placed enhanced call log entries between June 1, 2011 and June 15, 2011, where the basic call type is group and the service invocation disposition is Voice Mail Transfer.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed?start=1&re
sults=50&startTime=2011-06-01&endTime=2011-06-
15&basicCallType=Group&serviceInvocationDisposition=Voice+Mail+Transfer
```

3.5.5.6.2.1 directories/EnhancedCallLogs/Placed/<callLogId>

This service allows the deletion of a specific missed call log by specifying its *callLogId*.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Placed/<callLogId>`
Command Category	`Call Lists`
Methods	`DELETE`
DELETE Request Content	`No Content`
DELETE Response Content	`No Content`

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3.5.5.6.3 directories/EnhancedCallLogs/Received

This service is a subset of EnhancedCallLogs service for received call logs.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Received
Command Category	Call Lists
Methods	GET, DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <EnhancedCallLogs xmlns:"http//schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>1</numberOfRecords> <received> <startIndex>1</startIndex> <numberOfRecords>1</numberOfRecords> <enhancedCallLogsExtendedEntry> <countryCode>1</countryCode> <callLogId>1234</callLogId> <callId>341</callId> <subscriberType>User</subscriberType> <callingAssertedNumber>13015550005 </callingAssertedNumber> <callingPresentationIndicator>Public </callingPresentationIndicator> <connectedNumber>12131001045</connectedNumber> <connectedNumberSource>User</connectedNumberSource> <connectedName>gstream</connectedName> <connectedPresentationIndicator>Public </connectedPresentationIndicator> <basicCallType>Group</basicCallType> <time>2001-12-31T12:00:00</time> <startTime>5678901234</startTime> <answerTime>5678901250</answerTime> <releaseTime>5678901400</releaseTime> <redirectingNumber>12131001003</redirectingNumber> <redirectingName>Charlie</redirectingName> <redirectingPresentationIndicator>Public </redirectingPresentationIndicator> <redirectingReason>Follow-Me</redirectingReason> </enhancedCallLogsExtendedEntry> </received>
DELETE Request Content	No Content
DELETE Response Content	No Content

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Parameter Description:

The parameters described in section *3.5.5.6 directories/EnhancedCallLogs* are applicable to this method as well. However, some query parameters mentioned in the number and call type parameter group are not applicable for this method. Following is the list of query parameters not applicable to this method:

- dialedNumber
- calledNumber
- networkTransaledAddress

Example of URIs with different query parameters:

Example 1:

The following URI command selects all received enhanced call log entries between June 1, 2011 and June 15, 2011, where a caller's number starts with 972 and contains 354.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Received?start=1&
results=50&startTime=2011-06-01&endTime=2011-06-
15&callingPresentationNumber=972*&callingPresentationNumber=*354*
```

Example 2:

The following URI command selects all placed enhanced call log entries between June 1, 2011 and June 15, 2011, where calls are forwarded to different destinations as a result of the Do Not Disturb service invocation code.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Received?start=1&
results=50&startTime=2011-06-01&endTime=2011-06-
15&serviceInvocationCode=Do+Not+Disturb
```

Example 3:

The following URL command selects all placed enhanced call log entries between June 1, 2011 and June 15, 2011, where incoming group calls are forwarded to a different number 9723544306.

```
http(s)://<host:port>/com.broadsoft.xsi-
actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Received?start=1&
results=50&startTime=2011-06-01&endTime=2011-06-
15&basicCallType=Group&serviceInvocationDialedNumber=9723544306
```

3.5.5.6.3.1 directories/EnhancedCallLogs/Received/<callLogId>

This service allows the deletion of a specific missed call log by specifying its *callLogId*.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/EnhancedCallLogs/Received/<callLogId>`
Command Category	`Call Lists`
Methods	`DELETE`
DELETE Request Content	`No Content`

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DELETE Response Content	`No Content`

3.5.5.7 directories/Enterprise

This service allows the retrieval of a user's enterprise directory.

This command supports paging. For more information about the URL parameters and message body elements related to paging, see section *3.5.14 Paging Responses*.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/Enterprise`
Command Category	`Directory`
Methods	`GET`
GET Request Content	`No Content`

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <Enterprise xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2 </totalAvailableRecords> <enterpriseDirectory> <directoryDetails> <userId>agent1@172.16.25.102</userId> <firstName>agent1</firstName> <lastName>agent1</lastName> <hiranganaLastName>agent1 </hiranganaLastName> <hiranganaFirstName>agent1 </hiranganaFirstName> <groupId>WebClientGrp1</groupId> <number>+19008005006</number> <extension>5006</extension> <firstNameUnicode>agent1</firstNameUnicode> <lastNameUnicode>agent1</lastNameUnicode> <additionalDetails> <yahooId>agent1@172.16.25.102</yahooId> </additionalDetails> </directoryDetails> <directoryDetails> <userId>ankur1@172.16.25.102</userId> <firstName>ankur</firstName> <lastName>ankur</lastName> <hiranganaLastName>ankur</hiranganaLastName> <hiranganaFirstName>ankur </hiranganaFirstName> <groupId>WebClientGrp1</groupId> <number>+19008005003</number> <extension>5003</extension> <firstNameUnicode>ankur</firstNameUnicode> <lastNameUnicode>ankur</lastNameUnicode> <additionalDetails> <yahooId>ankur1@172.16.25.102</yahooId> </additionalDetails> </directoryDetails> </enterpriseDirectory> </Enterprise>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
lastName	String	O	Search criteria for a user's last name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
userId	String	O	Search criteria for a user's userId. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
groupId	String	O	Search criteria for a user's groupId. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
number	String	O	Search criteria for a user's number. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
extension	String	O	Search criteria for a user's extension. Wild cards can be used as described in section Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
yahooId	String	O	Search criteria for a user's yahooId. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
mobile	String	O	Search criteria for a user's mobile. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
department	String	O	Search criteria for a user's department. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
emailAddress	String	O	Search criteria for a user's e-mail address. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
searchCriteriaModeOr	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. ▪ If the *searchCriteriaModeOr* is set to "true", then any result that matches any of the criteria is included in the result. ▪ If the *searchCriteriaModeOr* is set to "false", only results that match all the search criteria are included in the results. Default value is "False".
sortColumn	lastName, firstName	O	Sort criteria for sorting returned result. If not specified, defaults to lastName.

3.5.5.8 directories/EnterpriseCommon

This service allows the retrieval of a user's enterprise common phone list for a user.

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Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/enterpisecommon`
Command Category	`Directory`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="windows-1251"?>`
	`<EnterpriseCommon`
	`xmlns="http://schema.broadsoft.com/xsi">`
	`  <commonPhoneEntry>`
	`  <name>John</name>`
	`  <number>514-333-1234</number>`
	`  </commonPhoneEntry>`
	`  <commonPhoneEntry>`
	`  <name>Jane</name>`
	`  <number>514-333-1235</number>`
	`  </commonPhoneEntry>`
	`</EnterpriseCommon>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
name	String	O	Search criteria for a directory name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
number	String	O	Search criteria for a directory number. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
searchCriteriaModeOr	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. ▪ If the *searchCriteriaModeOr* is set to "true", then any result that matches any of the criteria is included in the result. ▪ If the *searchCriteriaModeOr* is set to "false", only results that match all the search criteria are included in the results. Default value is "False".

3.5.5.9 directories/Group

This service allows the retrieval of a user's group directory.

This command supports paging. For more information about the URL parameters and message body elements related to paging, see section *3.5.14 Paging Responses*.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/Group`
Command Category	`Directory`

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Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <Group xmlns="http://schema.broadsoft.com/xsi"> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2 </totalAvailableRecords> <groupDirectory> <directoryDetails> <userId>negi001@172.16.25.102</userId> <firstName>Subhash</firstName> <lastName>Negi</lastName> <hiranganaLastName>Negi</hiranganaLastName> <hiranganaFirstName>Subhash </hiranganaFirstName> <groupId>WebClientGrp1</groupId> <number>+19008005010</number> <extension>5010</extension> <firstNameUnicode>Subhash</firstNameUnicode> <lastNameUnicode>Negi</lastNameUnicode> <additionalDetails> <yahooId>negi001@172.16.25.102</yahooId> <emailAddress>subhashnegi@gmail.com </emailAddress> <zip>201301</zip> <country>India</country> </additionalDetails> </directoryDetails> <directoryDetails> <userId>negi002@172.16.25.102</userId> <firstName>negi002</firstName> <lastName>negi002</lastName> <hiranganaLastName>negi002 </hiranganaLastName> <hiranganaFirstName>negi002 </hiranganaFirstName> <groupId>WebClientGrp1</groupId> <number>+19008005009</number> <extension>5009</extension> <firstNameUnicode>negi002</firstNameUnicode> <lastNameUnicode>negi002</lastNameUnicode> <additionalDetails> <yahooId>negi002@172.16.25.102</yahooId> </additionalDetails> </directoryDetails> </groupDirectory> </Group>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
firstName	String	O	Search criteria for a user's first name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
lastName	String	O	Search criteria for a user's last name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
userId	String	O	Search criteria for a user's userId. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
groupId	String	O	Search criteria for a user's groupId. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
number	String	O	Search criteria for a user's number. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
extension	String	O	Search criteria for a user's extension. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
yahooId	String	O	Search criteria for a user's yahooId. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
mobile	String	O	Search criteria for a user's mobile. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
department	String	O	Search criteria for a user's department. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
emailAddress	String	O	Search criteria for a user's e-mail address. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
impId	String	O	Search criteria for a user's instant messaging and presence ID. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
searchCriteriaModeOr	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. ▪ If the *searchCriteriaModeOr* is set to "true", then any result that matches any of the criteria is included in the result. ▪ If the *searchCriteriaModeOr* is set to "false", only results that match all the search criteria are included in the results. Default value is "False".

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Parameter Name	Allowed Value	Optional/ Mandatory	Description
sortColumn	lastName, firstName	O	Sort criteria for sorting returned result. If not specified, defaults to lastName.

3.5.5.10 directories/GroupCommon

This service allows the retrieval of a user's group common phone list.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/groupcommon`
Command Category	`Directory`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="windows-1251"?>`
	`<GroupCommon xmlns="http://schema.broadsoft.com/xsi">`
	`  <commonPhoneEntry>`
	`  <name>John</name>`
	`  <number>514-333-1234</number>`
	`  </commonPhoneEntry>`
	`  <commonPhoneEntry>`
	`  <name>Jane</name>`
	`  <number>514-333-1235</number>`
	`  </commonPhoneEntry>`
	`</GroupCommon>`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
name	String	O	Search criteria for a directory name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
number	String	O	Search criteria for a directory number. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
searchCriteriaModeOr	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. ▪ If the *searchCriteriaModeOr* is set to "true", then any result that matches any of the criteria is included in the result. ▪ If the *searchCriteriaModeOr* is set to "false", only results that match all the search criteria are included in the results. Default value is "False".

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3.5.5.11 directories/HotelingHosts

This service allows the retrieval of the list of available hoteling host stations for a user to use with the hoteling guest configuration.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/HotelingHosts
Command Category	Call Lists
Methods	GET
GET Request Content	No Content
GET Response Content	<AvailableHotelingHosts xmlns="http://www.broadsoft.com/xsi"> <hostUserIdList> <userid>ankur1@broadsoft.com</userid> <userid>ankur2@broadsoft.com</userid> </hostUserIdList> </AvailableHotelingHosts>

3.5.5.12 directories/Personal

The personal directory request retrieves all the personal contacts of a user, sorted in alphabetical order by name.

This command supports paging. For more information about the URL parameters and message body elements related to paging, see section *3.5.14 Paging Responses*.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/Personal
Command Category	Call Lists
Methods	GET, POST, DELETE
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <Personal xmlns="http://schema.broadsoft.com/xsi”> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2</totalAvailableRecords> <entry> <name>someName<name> <number>+919900000000<number> </entry> <entry> <name>someOtherName<name> <number>2400000000<number> </entry> </Personal>

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POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Personal xmlns="http://schema.broadsoft.com/xsi”> <startIndex>1</startIndex> <numberOfRecords>2</numberOfRecords> <totalAvailableRecords>2</totalAvailableRecords> <entry> <name>someName<name> <number>+9199000000000<number> </entry> <entry> <name>someOtherName<name> <number>2400000000<number> </entry> </Personal>
POST Response Content	No Content
DELETE Request Content	No Content
DELETE Response Content	No Content

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
name	String	O	Search criteria for a directory name. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
number	String	O	Search criteria for a directory number. Wild cards can be used, as described in section *3.5.13 Wild Card and Flag Usage in Search Criterion*.
searchCriteriaModeOr	True, False	O	The search criteria parameters can be logically combined with an AND operation or an OR operation. ▪ If the *searchCriteriaModeOr* is set to “true”, then any result that matches any of the criteria is included in the result. ▪ If the *searchCriteriaModeOr* is set to “false”, only results that match all the search criteria are included in the results. Default value is “False”.

3.5.5.13 directories/Supervisors

This service provides a list of a user’s supervisors for route point and all call centers for which a user is associated.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/user/<userid>/directories/Supervisors
Command Category	Call Lists

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Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <Supervisors xmlns="http://schema.broadsoft.com/xsi”> <callCenters> <callCenter> <serviceUserID>Premium@172.16.25.102</serviceUserID> <supervisorList> <userDetails> <userId>negi001@172.16.25.102</userId> <firstName>Subhash</firstName> <lastName>Negi</lastName> <hiranganaLastName>Negi</hiranganaLastName> <hiranganaFirstName>Subhash</hiranganaFirstName> <number>5006007004</number> <extension>7004</extension> </userDetails> </supervisorList> </callCenter> <callCenter> <serviceUserID>PremiumTwo@172.16.25.102</serviceUserID> <supervisorList /> </callCenter> </callCenters> <routePoint> <supervisorList> <userDetails> <userId>negi001@172.16.25.102</userId> <firstName>Subhash</firstName> <lastName>Negi</lastName> <hiranganaLastName>Negi</hiranganaLastName> <hiranganaFirstName>Subhash</hiranganaFirstName> <number>5006007004</number> <extension>7004</extension> </userDetails> </supervisorList> </routePoint> </Supervisors>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
type	CallCenter, RoutePoint	O	Specifies to filter the list based on the type of supervisor being requested, that is, whether the supervisors are call center supervisors or route point supervisors.
callCenterId	String	O	This parameter is only applicable if type is set to *CallCenter*. Used to filter the list of supervisors for a given call center, specified by the call center ID.

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3.5.6 Call Center Profile Commands: /callcenter/<callcenterid>/profile

3.5.6.1 profile

This command is used to get the details of a call center instance.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/profile
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ACDProfile xmlns="http://schema.broadsoft.com/xsi"> <serviceInstanceProfile> <name>g1PremiumCallCenter</name> <callingLineIdLastName>g1PremiumCC_Last </callingLineIdLastName> <callingLineIdFirstName>g1PremiumCC_First </callingLineIdFirstName> <hiraganaLastName>Call Center</hiraganaLastName> <phoneNumber>9728880010</phoneNumber> <extension>0010</extension> <language>English</language> <timeZone>US/Central</timeZone> <timeZoneDisplayName>(GMT-05:00) US/Central </timeZoneDisplayName> </serviceInstanceProfile> <type>Premium</type> <routingType>Skill-Based</routingType> <policy>Regular</policy> <enableVideo>false</enableVideo> <queueLength>1</queueLength> <allowCallerToDialEscapeDigit>true </allowCallerToDialEscapeDigit> <escapeDigit>0</escapeDigit> <resetCallStatisticsUponEntryInQueue>false </resetCallStatisticsUponEntryInQueue> <allowAgentLogoff>true</allowAgentLogoff> <allowCallWaitingForAgents>false </allowCallWaitingForAgents> <allowCallsToAgentsInWrapUp>false </allowCallsToAgentsInWrapUp> <overrideAgentWrapUpTime>false </overrideAgentWrapUpTime> <forceDeliveryOfCalls>false</forceDeliveryOfCalls> <enableAutomaticStateChangeForAgents>false </enableAutomaticStateChangeForAgents> <agentStateAfterCall>Available</agentStateAfterCall> <externalPreferredAudioCodec>None </externalPreferredAudioCodec> <internalPreferredAudioCodec>None </internalPreferredAudioCodec> <playRingingWhenOfferingCall>true </playRingingWhenOfferingCall> <externalReporting>true</externalReporting>

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	<enableThreshold>true</enableThreshold> </ACDProfile>

3.5.6.2 profile/DispositionCode

This command is used to retrieve the call center call disposition code settings. This is only applicable for call centers of type Premium.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/profile/DispositionCode
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ACDCallDispostionCodes xmlns="http://schema.broadsoft.com/xsi"> <enableCallDispositionCodes> true </enableCallDispositionCodes> <includeOrganizationCodes>true</includeOrganizationCodes> <forceUseOfCallDispositionCodes> true </forceUseOfCallDispositionCodes> <dispositionCodes> <dispositionCodeDetail isDefault="true"> <code>01</code> <description>test</description> <level>Queue</level> </dispositionCodeDetail> <dispositionCodeDetail> <code>02</code> <description>DispositionCodeTwo</description> <level>Queue</level> </dispositionCodeDetail> </dispositionCodes> </ACDCallDispostionCodes>

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3.5.6.3 profile/Dnis

This command is used to get the list of Dialed Number Identification services (DNISs) configured for a call center. This service is only available for call centers of type Premium.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/profile/Dnis
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ACDDNIS xmlns="http://schema.broadsoft.com/xsi"> <dnisDisplaySetting> <displayDNISNumber>false</displayDNISNumber> <displayDNISName>false</displayDNISName> </dnisDisplaySetting> <dnisPrioritySetting> <promoteCallsFromPriority1to0> true </promoteCallsFromPriority1to0> <promoteCallsFromPriority1to0Seconds> 900 </promoteCallsFromPriority1to0Seconds> <promoteCallsFromPriority2to1> true </promoteCallsFromPriority2to1> <promoteCallsFromPriority2to1Seconds> 900 </promoteCallsFromPriority2to1Seconds> <promoteCallsFromPriority3to2> true </promoteCallsFromPriority3to2> <promoteCallsFromPriority3to2Seconds> 900 </promoteCallsFromPriority3to2Seconds> </dnisPrioritySetting> <dnisInfoList> <dnisInfo> <name>Premium(Primary)</name> <priority>0 - Highest</priority> </dnisInfo> <dnisInfo> <name>Secondary</name> <extension>2345</extension> <priority>0 - Highest</priority> </dnisInfo> </dnisInfoList> </ACDDNIS>

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3.5.6.3.1 profile/Dnis/<dnisName>

This command is used to get a specific call center's DNIS details.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/profile/dnis/<dnisName>`
Command Category	`Service Management`
Methods	`GET`
GET Request Content	`No Content`

GET Response Content	`<?xml version="1.0" encoding="ISO-8859-1"?>`
	`<ACDDNISKey xmlns="http://schema.broadsoft.com/xsi"`
	`xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">`
	`  <dnisPhoneNumber>5006007000</dnisPhoneNumber>`
	`  <extension>2345</extension>`
	`  <useCustomCLIDSettings>true</useCustomCLIDSettings>`
	`  <callingLineIdLastName>Dey</callingLineIdLastName>`
	`  <callingLineIdFirstName>Kanchan</callingLineIdFirstName>`
	`  <useCustomDnisAnnouncementSettings>`
	`  true`
	`  </useCustomDnisAnnouncementSettings>`
	`  <priority>2-Medium</priority>`
	`  <allowOutgoingACDCall>true</allowOutgoingACDCall>`
	`</ACDDNISKey>`

3.5.6.4 profile/policies/ForcedForwarding

This command is used to retrieve or configure the call center's Forced Forwarding policy.

The service is only applicable for call centers of type Premium.

- Retrieve policy's configuration

  An HTTP GET request retrieves the configuration. The authenticated user must be an authorized administrator, and agent of the call center, or a supervisor of the call center.

- Modify policy's configuration

  An HTTP PUT request modifies the configuration. The authenticated user must be an authorized administrator or a supervisor of the call center. *AudioMediaType* List and *VideoMediaType* List are ignored if sent in a PUT method's request content.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/profile/policies/ForcedForwarding`
Command Category	`Service Management`
Methods	`GET, PUT`
GET Request Content	`No Content`

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GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ACDForcedForwarding xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>1251251 </forwardToPhoneNumber> <allowEnableViaFAC>true</allowEnableViaFAC> <playAnnouncementBeforeForwarding>true </playAnnouncementBeforeForwarding> <audioMessageSelection>File </audioMessageSelection> <audioUrlList> <url1>http://www.example.com/file1.wav</url1> </audioUrlList> <audioFileList> <file1> <sourceFileName>AACAccept.wav </sourceFileName> </file1> </audioFileList> <audioMediaTypeList> <mediaType1>WAV</mediaType1> </audioMediaTypeList> <videoMessageSelection>File </videoMessageSelection> <videoUrlList> <url1>http://www.example.com/file1.mov</url1> </videoUrlList> <videoFileList> <file1> <sourceFileName>H.264 AAdefaultAfterHoursGreeting.mov </sourceFileName> </file1> </videoFileList> <videoMediaTypeList> <mediaType1>MOV</mediaType1> </videoMediaTypeList> </ACDForcedForwarding>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <ACDForcedForwarding xmlns="http://schema.broadsoft.com/xsi"> <active>true</active> <forwardToPhoneNumber>1251251 </forwardToPhoneNumber> <allowEnableViaFAC>false</allowEnableViaFAC> <playAnnouncementBeforeForwarding>true </playAnnouncementBeforeForwarding> </ACDForcedForwarding>
PUT Response Content	200 OK

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3.5.6.5 profile/policies/NightService

This command is used to retrieve or configure the call center's Night Service policy.

The service is only applicable for call centers of type Premium.

- Retrieve policy's configuration

  An HTTP GET request retrieves the configuration. The authenticated user must be an authorized administrator, and agent of the call center, or a supervisor of the call center.

- Modify policy's configuration

  An HTTP PUT request modifies the configuration. The authenticated user must be an authorized administrator or a supervisor of the call center. *AudioMediaType* List and *VideoMediaType* List are ignored if sent in a PUT method's request content.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/profile/policies/NightService
Command Category	Service Management
Methods	GET, PUT
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ACDNightService xmlns="http://schema.broadsoft.com/xsi"> <action>Transfer</action> <forceNightService>true</forceNightService> <allowManualOverrideViaFAC>true </allowManualOverrideViaFAC> <transferPhoneNumber>11111111 </transferPhoneNumber> <playAnnouncementBeforeAction>true </playAnnouncementBeforeAction> <audioMessageSelection>File </audioMessageSelection> <audioFileList> <file1> <sourceFileName>AACAccept.wav </sourceFileName> </file1> </audioFileList> <audioMediaTypeList> <mediaType1>WAV</mediaType1> </audioMediaTypeList> <videoMessageSelection>File </videoMessageSelection> <videoFileList> <file1> <sourceFileName>H.264 AAdefaultAfterHoursGreeting.mov </sourceFileName> </file1> </videoFileList> <videoMediaTypeList> <mediaType1>MOV</mediaType1>

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	</videoMediaTypeList> <manualAnnouncementMode>Manual Announcement </manualAnnouncementMode> <manualAudioMessageSelection>File </manualAudioMessageSelection> <manualAudioFileList> <file1> <sourceFileName>AACDeniedByCalled.wav </sourceFileName> </file1> </manualAudioFileList> <manualAudioMediaTypeList> <mediaType1>WAV</mediaType1> </manualAudioMediaTypeList> <manualVideoMessageSelection>File </manualVideoMessageSelection> <manualVideoFileList> <file1> <sourceFileName>H.264 RecordVideoPrompt.mov </sourceFileName> </file1> </manualVideoFileList> <manualVideoMediaTypeList> <mediaType1>MOV</mediaType1> </manualVideoMediaTypeList> </ACDNightService>
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <ACDNightService xmlns="http://schema.broadsoft.com/xsi"> <forceNightService>true</forceNightService> <allowManualOverrideViaFAC>true </allowManualOverrideViaFAC> <transferPhoneNumber>2222 </transferPhoneNumber> <playAnnouncementBeforeAction>true </playAnnouncementBeforeAction> </ACDNightService>
PUT Response Content	200 OK

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3.5.7 Call Center Call Commands: /callcenter/<callcenterid>/calls

3.5.7.1 calls

This command is used to return the details of all calls currently queued in the ACD queue.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls
Command Category	Call Management
Methods	GET
GET Request Content	No Content
GET Response Content	<ACDQueue xmlns="http://schema.broadsoft.com/xsi"> <queueEntries> <queueEntry> <callId> callhalf-199:0</callId> <extTrackingId>97:1</extTrackingId> <remoteParty> <name>Subhash</name> <userId>negi001@172.16.25.102</userId> <privacy/> <callType>Group</callType> </remoteParty> <addTime>1274964256057</addTime> <removeTime>1274964256088</removeTime> <mandatoryEntrance/> <bounced/> <reordered/> <preservedWaitTime>4</preservedWaitTime> <acdName> </acdName> <acdNumber countryCode="0"/> <acdPriority>0-Highest</acdPriority> <addTimeInPriorityBucket/> <preservedWaitTimeInPriorityBucket>6 </preservedWaitTimeInPriorityBucket> </queueEntry> </queueEntries> </ACDQueue>

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3.5.7.2 calls/<callId>

This command is used to release a call that is currently queued in the ACD queue.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls/<callid>`
Command Category	`Call Management`
Methods	`DELETE`
DELETE Request Content	`No Content`
DELETE Response Content	`NO Content`

3.5.7.3 calls/<callid>/BlindTransfer

This request is used to transfer an existing call to a new destination.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls/<callid>/BlindTransfer`
Command Category	`Call Management`
Methods	`PUT`
GET Request Content	`NO Content`
GET Response Content	`NO Content`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
phoneno	String	M	Specifies the number to use for the call redirection.

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3.5.7.4 calls/<callid>/Promote

This request is used to change the priority of a call queued in an ACD. The call can only be promoted and not demoted (that is, the *ACDPriority* value can only be reduced. BroadWorks rejects any request to move a call to a lower priority (that is, increase the *ACDPriority* value). Only calls that have not been bounced and that are not being played a mandatory entrance message can be promoted.

The new position is returned in the response.

This is only applicable for call centers of type Premium.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls/<callid>/Promote
Command Category	Call Management
Methods	PUT
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <ACDPromote xmlns="http://schema.broadsoft.com/xsi"> <priority>1-High</priority> </ACDPromote>
PUT Response Content	<QueueCallOrder xmlns="http://schema.broadsoft.com/xsi"> <position>0</position> </QueueCallOrder>

3.5.7.5 calls/<callid>/Reorder

This request is used to move the call in an ACD queue to the specified position.

The position specifies the location of a call in an ACD queue. The call at position 0 in the queue is the next call to be distributed to an agent. A remote application can modify the position of a call if its priority is set to "0-Highest" if it has not been bounced and if it not being played a mandatory entrance message. The new position is returned in the response.

NOTE: The new position does not always match the requested position due to the dynamic nature of the queue.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/callcenter/<callcenterid>/calls/<callid>/Reorder
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	<QueueCallOrder xmlns="http://schema.broadsoft.com/xsi"> <position>0</position> </QueueCallOrder>

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Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
index	Number	O	Specifies the number to use for the call redirection. Default value is 0.

3.5.8 Route Point Profile Commands: /routepoint/<routepointid>/profile

3.5.8.1 profile/State

This command is used to retrieve the state of a route point. A route point can be *normal* or *failed*. The state it is in determines the Call Handling policy of that route point.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/profile/State`
Command Category	`Service Management`
Methods	`GET, PUT`
GET Request Content	`No Content`
GET Response Content	`<?xml version="1.0" encoding="UTF-8"?>` `<RoutePointState xmlns="http://schema.broadsoft.com/xsi">Normal </RoutePointState>`
PUT Request Content	`<?xml version="1.0" encoding="UTF-8"?>` `<RoutePointState xmlns="http://schema.broadsoft.com/xsi">Failed </RoutePointState>`
PUT Response Content	`No Content`

3.5.9 Route Point Call Commands: /routepoint/<routepointid>/calls

3.5.9.1 calls

This command is used to get the list of calls along with their details that are queued in a route point queue.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls`
Command Category	`Call Management`
Methods	`GET`
GET Request Content	`No Content`

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GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointQueue xmlns="http://schema.broadsoft.com/xsi"> <queueEntries> <queueEntry> <callId>localhost13:0</callId> <extTrackingId></extTrackingId> <remoteParty></remoteParty> <addTime>1200022</addTime> <removeTime>15644646</removeTime> <routePointName>routePointTesting</routePointName> <routePointNumber>5006007001</routePointNumber> <playCollectInfo> <playCollectId>1</playCollectId> <playCollectType>Treatment</playCollectType> </playCollectInfo> <outgoingCall></outgoingCall> <outgoingCallAnswerTime>232323</outgoingCallAnswerTime> </queueEntry> <queueEntry> <callId>localhost13:0</callId> <extTrackingId></extTrackingId> <remoteParty></remoteParty> <addTime>2323234</addTime> <removeTime>6767678</removeTime> <bounced></bounced> <routePointName>routePointTesting_one</routePointName> <routePointNumber>5006007003</routePointNumber> <playCollectInfo> <playCollectId>1</playCollectId> <playCollectType>Treatment</playCollectType> </playCollectInfo> <outgoingCall></outgoingCall> <outgoingCallAnswerTime>4545455</outgoingCallAnswerTime> </queueEntry> </queueEntries> </RoutePointQueue>

3.5.9.2 calls/New

This request is used to originate a call from the Route Point to the specified destination. The destination address and Calling Line ID to use are specified in HTTP message body.

A successful HTTP POST request returns a *Location* header with the URL of the call ID for the call created in the HTTP response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid/calls/new
Command Category	Call Management
Methods	POST
POST Request Content	<?xml version="1.0" encoding="utf-8"?> <RoutePointOutgoingDial xmlns="http://schema.broadsoft.com/xsi"> <address>5145551212</address> <xsi:routePointName>routepoint1</xsi:routePointName> </RoutePointOutgoingDial>

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POST Response Content	<CallStartInfo xmlns="http://schema.broadsoft.com/xsi"> <callId>callhalf-488:0</callId> <externalTrackingId>70:1</externalTrackingId> </CallStartInfo>

3.5.9.3 calls/<callid>

This command is used to release a queued route point call.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>
Command Category	Call Management
Methods	DELETE
DELETE Request Content	No Content
DELETE Response Content	No Content

3.5.9.4 calls/<callid>/Bounce

This command is used to bounce a route point call that was distributed to an agent back to the route point queue.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/Bounce
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.9.5 calls/<callid>/BlindTransfer

This command is used to transfer a call in the route point queue to another location.

The target destination can be specified via a URL parameter or using the address element in a message body. If a target destination is specified as a parameter in the URL, as well as in the message body, then the parameter value fetched from URL takes precedence.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/BlindTransfer
Command Category	Call Management

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Methods	PUT
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointBlindTransfer xmlns="http://schema.broadsoft.com/xsi"> <address countryCode="1">55001100</address> </RoutePointBlindTransfer>
PUT Response Content	No Content

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	String	O	Specifies the number to use for the call redirection.

3.5.9.6 calls/<callid>/Distribute

This command is used to distribute a call from a route point queue to a specified agent. The agent is specified in the message body.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/Distribute
Command Category	Call Management
Methods	PUT
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointDistribute xmlns="http://schema.broadsoft.com/xsi"> <agentId>userOne@172.16.25.102</agentId> <callingLineIdNumber>5007001002</callingLineIdNumber> <callingLineIdName>userOne</callingLineIdName> <timeInQueue>10</timeInQueue> <numberOfCallsInQueue>5</numberOfCallsInQueue> <longestWaitTime>5</longestWaitTime> </RoutePointDistribute>
PUT Response Content	No Content

3.5.9.7 calls/<callid>/Fail

This command is used to fail a call that is currently in the route point queue. The failed call is processed per route point configurations for failed calls.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/Fail
Command Category	Call Management
Methods	PUT

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PUT Request Content	No Content
PUT Response Content	No Content

3.5.9.8 calls/<callid>/PlayBusy

This request is used to play localized busy to a selected call in the route point queue.

The duration of the play busy can be optionally specified. If duration is provided, busy is played and discontinued when duration expires. If duration is not provided, busy is played without interruption.

When the request is accepted by BroadWorks, a play-collect operation is started. A *playCollectId* is assigned to the operation and is returned in the response.

A remote application can update duration by sending another request for the same call. The duration is replaced by the new specified value and the playback timer is reset to zero. The original *playCollectId* must be specified in the request with the new duration. If the request is successfully accepted by BroadWorks, the same *playCollectId* is returned in the response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/PlayBusy
Command Category	Call Management
Methods	PUT
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointPlayBusyxmlns="http://schema.broadsoft.com/xsi"> <duration>10</duration> <busyPattern>Normal</busyPattern> <playCollectId></playCollectId> </RoutePointPlayBusy>
PUT Response Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointPlayInfoxmlns="http://schema.broadsoft.com/xsi"> <playCollectId>1</playCollectId> <RoutePointPlayInfo>

3.5.9.9 calls/<callid>/PlayMusicOnHold

This request is used to play Music On Hold (MOH) to a selected call in the route point queue.

The Music On Hold to be played is defined through route point configuration. Digits can be collected while the Music On Hold is being played if a Media Gateway Control Protocol (MGCP) digit map is specified in the request. If the Music On Hold is played from an external source to BroadWorks (as a configuration option), no digit collection can be performed.

The duration of the Music On Hold to play can be optionally specified.

- If duration is provided, then the Music On Hold is discontinued when duration expires.
- If duration is not provided, Music On Hold is played without interruption.

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When the request is accepted by BroadWorks, a play-collect operation is started. A playCollectId is assigned to the operation and is returned in the response.

A remote application can update the duration by sending another request for the same call. The duration is replaced by the new specified value and the playback timer is reset to zero. When extending duration, no new MGCP digit map can be specified. The original *playCollectId* must be specified in the request with the new duration. If the request is successfully accepted by BroadWorks, the same *playCollectId* is returned in the response.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/PlayMusicOnHold`
Command Category	`Call Management`
Methods	`PUT`

GET Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<RoutePointPlayMusicOnHold xmlns="http://schema.broadsoft.com/xsi">`
	`  <duration>10</duration>`
	`  <digitMap></digitMap>`
	`  <playCollectId></playCollectId>`
	`</RoutePointPlayMusicOnHold>`

GET Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<RoutePointPlayInfoxmlns="http://schema.broadsoft.com/xsi">`
	`  <playCollectId>1</playCollectId>`
	`<RoutePointPlayInfo>`

3.5.9.10 calls/<callid>/PlayRingback

This request is used to play localized ringback to a selected call in the route point queue. If an MGCP digit map is specified in the request, digits are collected while the ringback is being played.

The duration of ringback to play can be optionally specified.

- If the ringback duration is provided, then the ringback is discontinued when the time is reached.
- If the duration is not provided, the ringback is played without interruption.

When the request is accepted by BroadWorks, a play-collect operation is started. A playCollectId is assigned to the operation and is returned in the response.

A remote application can update duration by sending another request for the same call. The duration is replaced by the new specified value and the playback timer is reset to zero. When extending duration, no new MGCP digit map can be specified. The original *playCollectId* must be specified in the request with the new duration. If the request is successfully accepted by BroadWorks, the same *playCollectId* is returned in the response.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/PlayRingback`
Command Category	`Call Management`
Methods	`PUT`

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PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointPlayRingBack xmlns="http://schema.broadsoft.com/xsi"> <duration>10</duration> <digitMap></digitMap> <playCollectId></playCollectId> </RoutePointPlayRingBack>
PUT Response Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointPlayInfoxmlns="http://schema.broadsoft.com/xsi"> <playCollectId></playCollectId> <RoutePointPlayInfo>

3.5.9.11 calls/<callid>/PlaySilence

This request is used to play localized silence to a selected call in the route point queue. If an MGCP digit map is specified in the request, digits are collected while the silence is being played.

The duration of silence to play can be optionally specified.

- If duration is provided, then the silence is discontinued when the time is reached.
- If duration is not provided, silence is played without interruption.

When the request is accepted by BroadWorks, a play-collect operation is started. A playCollectId is assigned to the operation and is returned in the response.

A remote application can update duration by sending another request for the same call. The duration is replaced by the new specified value and the playback timer is reset to zero. When extending duration, no new MGCP digit map can be specified. The original *playCollectId* must be specified in the request with the new duration. If the request is successfully accepted by BroadWorks, the same *playCollectId* is returned in the response.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/PlaySilence
Command Category	Call Management
Methods	PUT
PUT Request Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointPlaySilence xmlns="http://schema.broadsoft.com/xsi"> <duration>10</duration> <digitMap></digitMap> <playCollectId></playCollectId> </RoutePointPlaySilence>
PUT Response Content	<?xml version="1.0" encoding="UTF-8"?> <RoutePointPlayInfoxmlns="http://schema.broadsoft.com/xsi"> <playCollectId>1</playCollectId> <RoutePointPlayInfo>

3.5.9.12 calls/<callid>/PlayTreatment

This command is used to play a treatment to the specified call in the route point's queue.

The treatment is defined by a series of up to four audio or video URLs to be played sequentially and can be repeated up to five times.

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- For an audio-only call, the treatment is played using the audio URLs, which are played in sequence.
- For a video call, the treatment is played using the video URLs, which are played in sequence.

If a digit map is specified in the request, digits can be collected while the treatment is playing.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/routepoint/<routepointid>/calls/<callid>/PlayTreatment`
Command Category	`Call Management`
Methods	PUT

PUT Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<RoutePointPlayTreatment xmlns="http://schema.broadsoft.com/xsi">`
	`  <audioUrlList>`
	`  <uri></uri>`
	`  <uri></uri>`
	`  </audioUrlList>`
	`  <numberOfPlay>4</numberOfPlay>`
	`  <digitMap></digitMap>`
	`</RoutePointPlayTreatment>`

PUT Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<RoutePointPlayInfoxmlns="http://schema.broadsoft.com/xsi">`
	`  <playCollectId>1</playCollectId>`
	`<RoutePointPlayInfo>`

3.5.10 Meet-Me Conference: /meetmeconference/<bridgeid>/conference

3.5.10.1 conference/<conferenceid>

This command is used to retrieve the details related to a Meet-Me Conference or to release a Meet-Me Conference.

- Get conference details

  An HTTP GET requests the conference details, including the list of all participants. Participants who joined using outdial are added to the list only after the Answer Confirmation occurs. Other participants are shown on list after the conference PIN entered by the participant has been accepted.

- Release conference

  An HTTP DELETE releases the conference by dropping all participants from the conference.

Method Description:

URI	`http(s)://<hostaddress:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeid>/conference/<conferenceid>`
Command Category	`Call Management`
Methods	`GET, DELETE`

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GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="UTF-8" ?> <MeetMeConference xmlns="http://schema.broadsoft.com/xsi"> <conferenceInfo> <lectureMode></lectureMode> <automaticLectureMode></automaticLectureMode> <recordingState>Recording</recordingState> </conferenceInfo > <conferenceParticipants> <conferenceParticipant> <callId>loaclhost1:0</callId> <partyInformation> <name>Test User</name> <address>1002</address> <userId>test@test.com</userId> <userDN>1002</userDN> <callType>Group</callType> </partyInformation> <activeTalker></activeTalker> <moderator></moderator> </conferenceParticipant> <conferenceParticipant> <callId>loaclhost10:0</callId> <partyInformation> <name>New User</name> <address>1003</address> <userId>new@test.com</userId> <userDN>1003</userDN> <callType>Group</callType> </partyInformation> <uniqueIdentifier>123456789</uniqueIdentifier> </conferenceParticipant> </conferenceParticipants> </conferenceInfo> </MeetMeConference>
DELETE Request Content	No Content
DELETE Response Content	No Content

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3.5.10.2 conference/<conferenceid>/outgoingdial

This command is used to originate a call from the conference to the specified destination. The called party is joined to the conference upon (confirmed) answer.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/outgoingdial`
Command Category	`Call Management`
Methods	`POST`
POST Request Content	`No Content`
POST Response Content	`No Content`

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
address	Number	M	Specifies the number to use for the outgoing call.
uniqueIdentifier	String	O	Allows a participant to identify themselves with a code when joined a conference. The length of this parameter should be within 10 digits. Valid Examples: ▪ 123456789 ▪ 001234

3.5.10.3 conference/<conferenceid>/calls/<callid>/mute

This command is used to mute a particular participant on the call. When muted, no audio stream is transmitted from the muted participant associated with the call to the other participants. The video stream of the call (if applicable) is not affected.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/calls/<callid>/mute`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

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3.5.10.4 conference/<conferenceid>/calls/<callid>/unmute

This command is used to unmute a call participating in a conference. When unmuted, the audio stream can again be transmitted from the conference participant associated with the call to the other participants. The video stream (if applicable) is not affected.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/calls/<callid>/unmute`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.10.5 conference/<conferenceid>/calls/<callid>/hold

This command is used to allow the host to put a participant on hold.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/calls/<callid>/hold`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.10.6 conference/<conferenceid>/calls/<callid>/retrieve

This command is used to retrieve a participant that was previously held.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/calls/<callid>/retrieve`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

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3.5.10.7 conference/<conferenceid>/calls/<callid>

This command is used to drop a particular participant from the conference.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>conference/<conferenceid>/calls/<callid>`
Command Category	`Call Management`
Methods	`DELETE`
DELETE Request Content	`No Content`
DELETE Response Content	`No Content`

3.5.10.8 conference/<conferenceid>/lock

This command is used lock a conference. Once the conference is locked, no participant can join the conference by dialing into the conference bridge. The only way to add the participant is to use the *conference/<conferenceid>/outgoingdial* service.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/lock`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`
PUT Response Content	`No Content`

3.5.10.9 conference/<conferenceid>/unlock

This command is used can be used to unlock a specified Meet-Me Conference that was previously locked.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/unlock`
Command Category	`Call Management`
Methods	`PUT`
PUT Request Content	`No Content`

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PUT Response Content	No Content

3.5.10.10 conference/<conferenceid>/startrecording

This command is used to start recording for a conference. An error response is returned if there is an attempt to start recording twice without stopping.

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/startrecording
Command Category	Call Management
Methods	PUT
POST Request Content	No Content
POST Response Content	No Content

3.5.10.11 conference/<conferenceid>/pauserecording

This command is used to pause a recording for a conference that is being recorded.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/pauserecording
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.10.12 conference/<conferenceid>/resumerecording

This command is used to resume recording for the Meet-Me Conference that was previously paused.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/resumerecording
Command Category	Call Management
Methods	PUT

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PUT Request Content	No Content
PUT Response Content	No Content

3.5.10.13 conference/<conferenceid>/stoprecording

This command is used to stop recording for a conference. If the recording was not started, this command returns an error. Stopping the recording causes the recording file to be uploaded to a file repository.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/stoprecording
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.10.14 conference/<conferenceid>/setlecturemode

This command is used to set the lecture mode. Once the lecture mode is set, only the conference moderator can talk and all the other participants in the conference are muted.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/setlecturemode
Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.10.15 conference/<conferenceid>/unsetlecturemode

This is used to unset the lecture mode.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/meetmeconference/<bridgeId>/conference/<conferenceid>/unsetlecturemode

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Command Category	Call Management
Methods	PUT
PUT Request Content	No Content
PUT Response Content	No Content

3.5.11 Group Services Commands: /group/<groupid>/services

3.5.11.1 group/<groupid>/services/CallCenter/ExternalReporting

This command is used to the retrieve the group/enterprise level call center external reporting setting. The external reporting setting specifies the external reporting mode configured in the Application Server, which can be set to one of the following two values:

- Enhanced: External reporting is provided through the enhanced reporting capabilities.
- Off: External reporting is not used.

For more information on the external reporting capabilities, see the *Call Center Reporting Feature Description* [3].

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/group/<groupid>/services/CallCenter/ExternalReporting
Command Category	Service Management
Methods	GET
GET Request Content	No Content
GET Response Content	<?xml version="1.0" encoding="iso-8859-1"?> <ACDExternalReporting xmlns="http://schema.broadsoft.com/xsi"> <mode>Enhanced</mode> </ACDExternalReporting>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
serviceProviderId	String	O	Specifies the service provider for the specified group ID.
enterpriseId	String	O	Specifies the enterprise for the specified group ID. The *serviceProviderId* and the *enterpriseId* parameters are mutually exclusive. When both are included, the *enterpriseId* has precedence.

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3.5.11.2 services/CallCenter/UnavailableCodes

This command is used to retrieve the agent unavailable codes settings for the group/enterprise.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/group/<groupid>/services/CallCenter/UnavailableCodes
Command Category	Service Management
Methods	GET
GET Request Content	No Content Sent
GET Response Content	<?xml version="1.0" encoding="ISO-8859-1"?> <ACDAgentUnavailableCodes xmlns="http://schema.broadsoft.com/xsi"> <enableAgentUnavailableCodes>true </enableAgentUnavailableCodes> <defaultAgentUnavailableCodeOnDND>default </defaultAgentUnavailableCodeOnDND> <defaultAgentUnavailableCodeOnPersonalCalls> default </defaultAgentUnavailableCodeOnPersonalCalls> <defaultAgentUnavailableCodeOnConsecutiveBounces> default </defaultAgentUnavailableCodeOnConsecutiveBounces> <forceUseOfAgentUnavailableCodes>true </forceUseOfAgentUnavailableCodes> <unavailableCodes> <unavailableCodeDetail isDefault="true"> <active>true</active> <code>default</code> <description>Default Code</description> </unavailableCodeDetail> </unavailableCodes> </ACDAgentUnavailableCodes>

Parameter Description:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
serviceProviderId	String	O	Specifies the service provider for the specified group ID. The *serviceProviderId* and the *enterpriseId* parameters are mutually exclusive. When both are included, the *enterpriseId* has precedence. Although both parameters are optional, at least one must be included.
enterpriseId	String	O	Specifies the enterprise for the specified group ID. The *serviceProviderId* and the *enterpriseId* parameters are mutually exclusive. When both are included, the *enterpriseId* has precedence. Although both parameters are optional, at least one must be included.

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3.5.12 System Commands: /system/services

3.5.12.1 services/RoutePoint/ApplicationController/<applicationControllerId>

This command is used to retrieve an application controller's state details.

The application controller is associated with an event channel set through configuration. If the event channel set is empty, then BroadWorks rejects any attempt to set the state to "ready". The remote application must create event channels for the associated event channel set hand as synchronized with all subscribed resources related to the application controller before setting the state to "ready". A route point external system is associated with a list of application controllers via configuration (applicationControllerList option). A route point external system state depends on the state of the application controllers with which it is associated. The external system state is said to be "ready" when at least one of its application controllers is in the "ready" state. The external system is said to be "not ready" when all of its configured application controllers are in the "not ready" state.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.xsi-actions/v2.0/system/services/RoutePoint/ApplicationController/<applicationControllerId>`
Command Category	`Service Management`
Methods	`GET,PUT`
GET Request Content	`No Content Sent`

GET Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<ApplicationController`
	`xmlns="http://schema.broadsoft.com/xsi">`
	`  <state>not ready</state>`
	`</ApplicationController>`

PUT Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<ApplicationController`
	`xmlns="http://schema.broadsoft.com/xsi">`
	`  <state>ready</state>`
	`</ApplicationController>`

PUT Response Content	`No Content Sent`

3.5.13 Wild Card and Flag Usage in Search Criterion

A search can often be performed with wildcard characters (" * ") to perform a "start with", "containing", or "equal to" search. For example:

- If *firstName* is set to "john*", then a "start with" search is performed for any *firstName* that starts with the string "john".
- If *firstName* is set to "*john*", then a "containing" search is performed for any *firstName* that contains the string "john".
- Finally, if *firstName* does not contain any wild card "john", then an "equal to" search is performed for any *firstName* that is set to "john".

The "/i" can also be added at the end of the search string. It then acts as a flag specifying that a case-insensitive search be performed. For example, if *firstName* is set to "john/i", then a case-insensitive search is performed. This search would successfully match the

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strings “John” and “john”. If *firstName* is simply set to “john”, then a case-sensitive search is performed. To use the “/” as a “literal” in a search string, it must be “escaped” with a backslash. In other words, to search for a value that contains the “/” character, make sure to add a backslash (“\”) before the “/” character, to avoid confusion between the slashes in the URL and the slashes meant to be searched in the data fields.

For example, to search for a Yahoo ID set to “john/smith@yahoo.com”, one must set the search string to “john\/smith@yahoo.com”; otherwise, an error is returned.

3.5.14 Paging Responses

Commands that are used to retrieve a list of items can support paging responses. Paging support is implemented via URL parameters in the HTTP GET command. For example:

```
…/com.broadsoft.xsi-
actions/v2.0/<command>?start=val1&results=val2&otherparam=val3
```

A paging response echoes the parameters in the response message body. For example:

```
<?xml version="1.0" encoding="UTF-8"?>
<SomeElement xmlns:"http//schema.broadsoft.com/xsi">
  <startIndex>1</startIndex>
  <numberOfRecords>1</numberOfRecords>
…
</SomeElement>
```

Result numbering is 1-based, that is, an index of 1 identifies the first result. The number of results per page is inclusive, that is, the nth result is included for a page size of n. If either one or both of the above parameters are not specified in a GET request, the default values of these parameters are applied.

Paging Query Parameters:

Parameter Name	Allowed Value	Optional/ Mandatory	Description
start	Positive Integer Value of 0 is not allowed.	O	This is the starting result position to return. The default value is “1”.
results	Positive Integer in the range from 1 through 1000. Value of 0 is not allowed.	O	This is the number of results to return per page. The default and maximum value for this parameter is configured as a system option on BroadWorks. If the parameter is not included, then the configured value is used as default. If the parameter is included but exceeds the configured value, then the configured value is used and supersedes the parameter value.

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4 Xsi-Events

4.1 Overview

Xsi-Events provide asynchronous event notifications to a remote application. Event notifications are modeled as subscription and notification requests. A remote application sends a subscription request, and if the subscription is successful, BroadWorks generates an initial event notification. Future events trigger additional notifications.

Event notifications are carried in HTTP messages. This allows web applications to receive notifications when resources change their state on BroadWorks. Xsi-Events notifications cover two main areas:

- Call Events – Allows event notification of real-time call information on active calls. Notifications are sent when calls are ringing, answered, transferred, and so on.
- Service Events – Allows event notification when a service configuration has changed.

4.2 Functional Description

4.2.1 Architecture and Messaging

Remote applications have two ways to receive event notifications from BroadWorks. Events can be delivered by BroadWorks using an HTTP contact or using an event channel. The following subsections provide an overview of each method.

4.2.1.1 HTTP Contact

With this approach, a remote application first creates a subscription by issuing an HTTP(S) POST message to a specific URL.

The subscription sent by a remote application specifies the subscription target. This target is typically a subscriber hosted in BroadWorks.

The subscription also specifies an HTTP contact and an event package. The contact represents the HTTP callback, which is a location at which Xsi-Events can send back notifications. The event package corresponds to various types of notifications that are asynchronously sent by BroadWorks back to the subscribing client or application.

When successful, Xsi-Events respond to the HTTP POST with an HTTP 200 OK.

After sending this response, BroadWorks sends an event that allows the remote application to know the initial state of the target. Note that if the subscription target is a collection of subscriber (for example, a group), then no such event is sent.

Then at various points in the life of a subscription, Xsi-Events send events to the remote client application

Notifications are HTTP(S) POST methods issued by BroadWorks on the contact URL identified in a subscription. A client application is expected to respond to this POST with a 200 OK.

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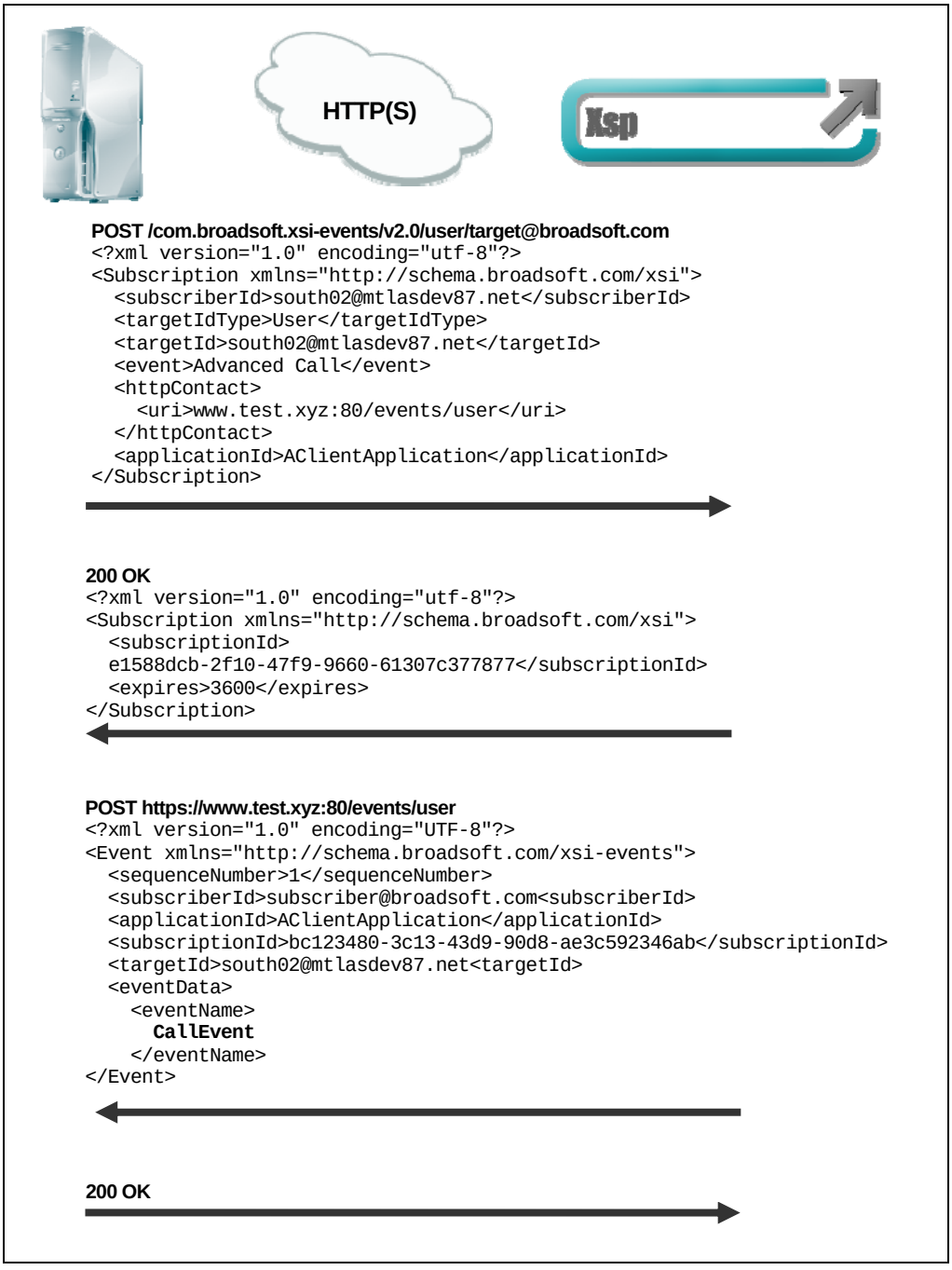

Figure 3 Subscription Creation Using HTTP Contact

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4.2.1.2 Event Channel

With this method, a remote application first establishes an event channel for event delivery. Xsi-Events then deliver events for this subscription over the event channel.

The event channel is established as a streaming HTTP connection. This persistent connection is created using Comet semantics. The channel creation process proceeds as follows:

- The client opens an HTTP(S) connection to BroadWorks by issuing an *Xtended Services Interface Event Channel Add* request.

  BroadWorks processes this and responds with a chunked response, that is, either a success or an error response with a *Transfer-Encoding: chunked* header.

- The client processes the response, but keeps the connection open as the response is chunked, maintaining a streaming HTTP semantic.

- The client issues an *Xtended Services Interface Subscribe* for one or more event packages over a second HTTP(S) connection to BroadWorks. This connection is not a Comet connection, but rather a standard *HTTP 1.1 request-response* connection.

- BroadWorks responds to this Subscribe, if successful, with a valid subscription identifier.

- BroadWorks delivers initial and subsequent events matching the subscription as individual chunks over the established event channel connection, if and when events trigger in BroadWorks.

- The client processes these events and sends an event response for each event over a second (non-Comet) HTTP(S) connection to BroadWorks.

- The client sends a periodic heartbeat request, to ensure downstream firewalls or proxies do not tear down the (Comet) HTTP connection due to inactivity. The client sends the heartbeat request over a second HTTP(S) connection to BroadWorks. BroadWorks provides a success response for the request and also sends a heartbeat message as an individual chunk over the established event channel connection.

For a streaming HTTP/HTTP Comet connection to be established between a client application and Xsi-Events, BroadWorks requires *com.broadsoft.async* to be placed in the method URL. On reading this URL prefix, BroadWorks internally rewrites the method using Comet semantics to Xsi-Events.

For example, while establishing an event channel, a streaming HTTP connection should be established. A client application would issue the POST HTTP command to a URL in the format:

```
POST http(s)://<host:port>/com.broadsoft.async/com.broadsoft.xsi-events/v2.0/channel
```

The following figures illustrate channel creation, event delivery triggered by subscription, and channel heartbeat:

- *Figure 4 Channel Creation* shows how the client opens a streaming connection and creates a channel for event delivery. The request includes the URL prefix described above. The response uses chunked transfer encoding and the initial chunk provides the identity of the channel created.

- *Figure 5 Event Subscription* shows how the client creates a subscription. The request is sent on a separate HTTP(S) connection and does not include the URL

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prefix. The *Subscription* document included in the request body includes a reference to the same channel set identifier used to create the channel. The response provides the identifier of the subscription created.

- *Figure 6 Event Notification* shows how BroadWorks sends events to the client. The event is sent as an individual chunk over the HTTP(S) Comet connection. The client receives the event and sends an event response on a separate HTTP(S) connection. The *EventResponse* included in the request body includes the same event ID that was received in the event.
- *Figure 7 Channel HeartBeat* shows how the client triggers the channel heartbeat. The request is sent on a separate HTTP(S) connection and does not include the URL prefix. Upon handling the request, BroadWorks sends a channel heartbeat document as an individual chunk over the HTTP(S) Comet connection. The client is expected to receive and discard the chunk.

NOTE: BroadWorks tears down the comet connection if it does not receive a channel heartbeat within eventTimeout seconds. As a general rule, a remote application should send the heartbeat request at eventTimeout/2 intervals to avoid connection tear down. So if eventTimeout is 30 seconds, then the client should send a heartbeat every 15 seconds. The eventTimeout value is configurable. For more information, see the *Xtended Service Interface Configuration Guide* [6].

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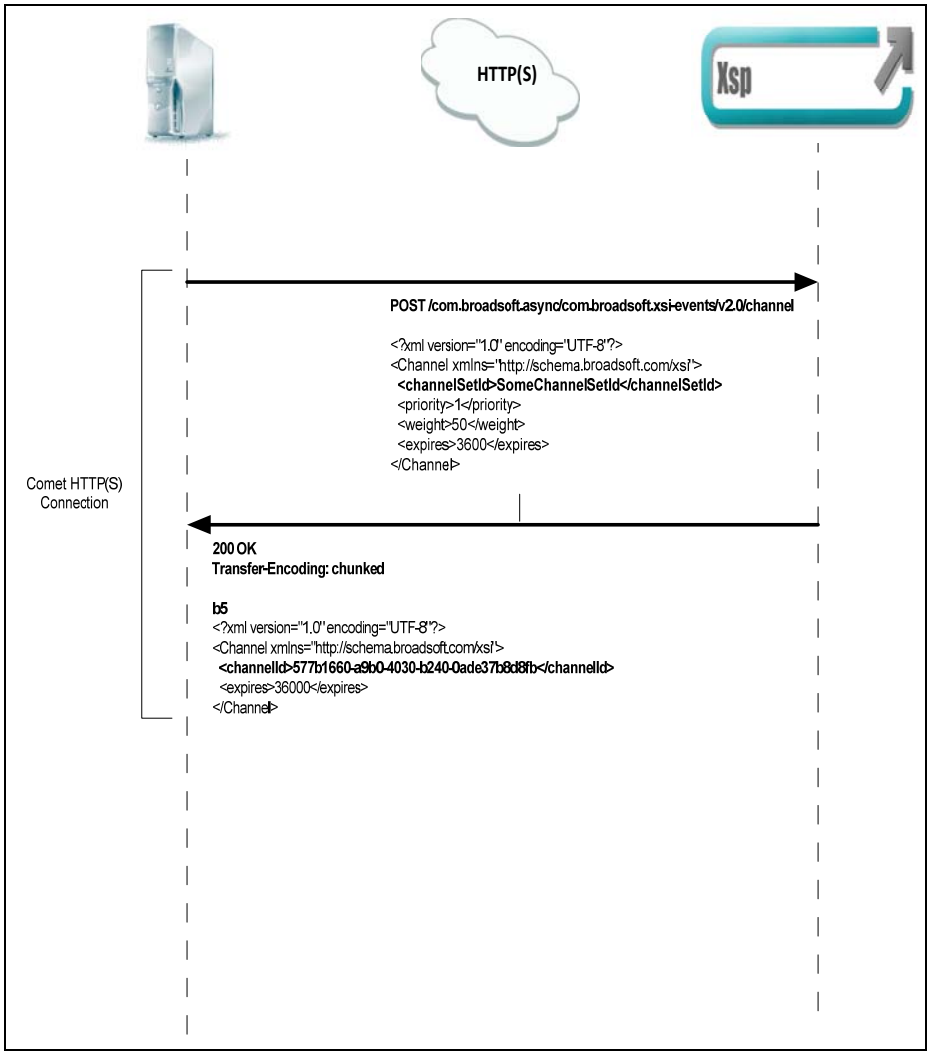

Figure 4 Channel Creation

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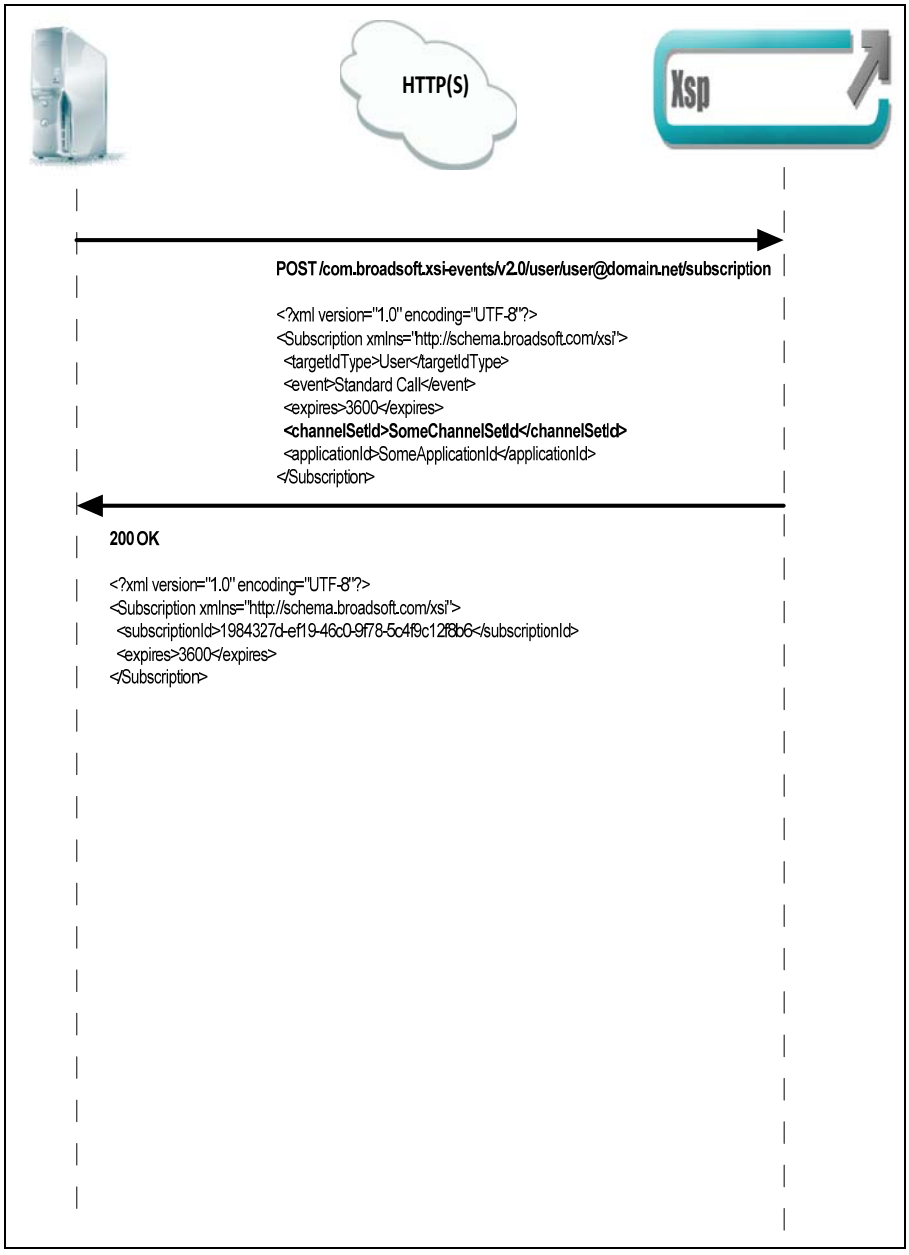

Figure 5 Event Subscription

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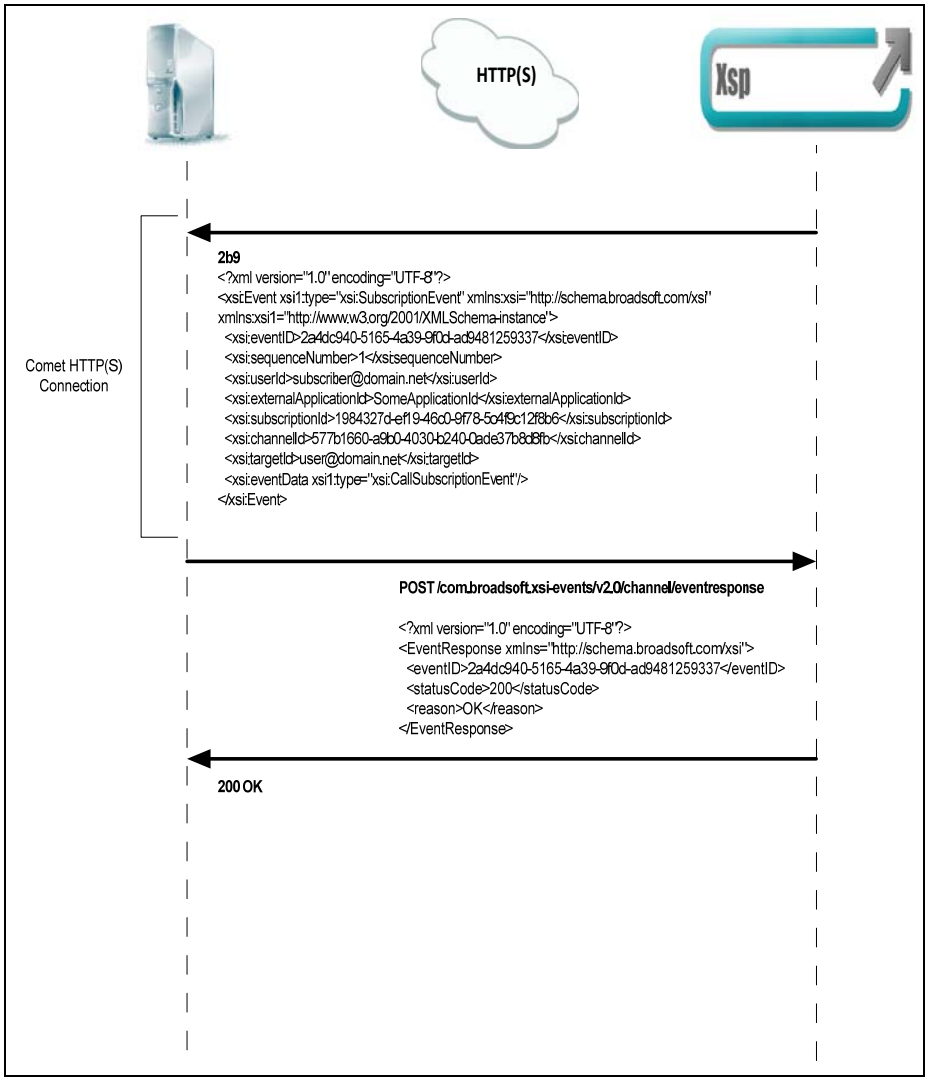

Figure 6 Event Notification

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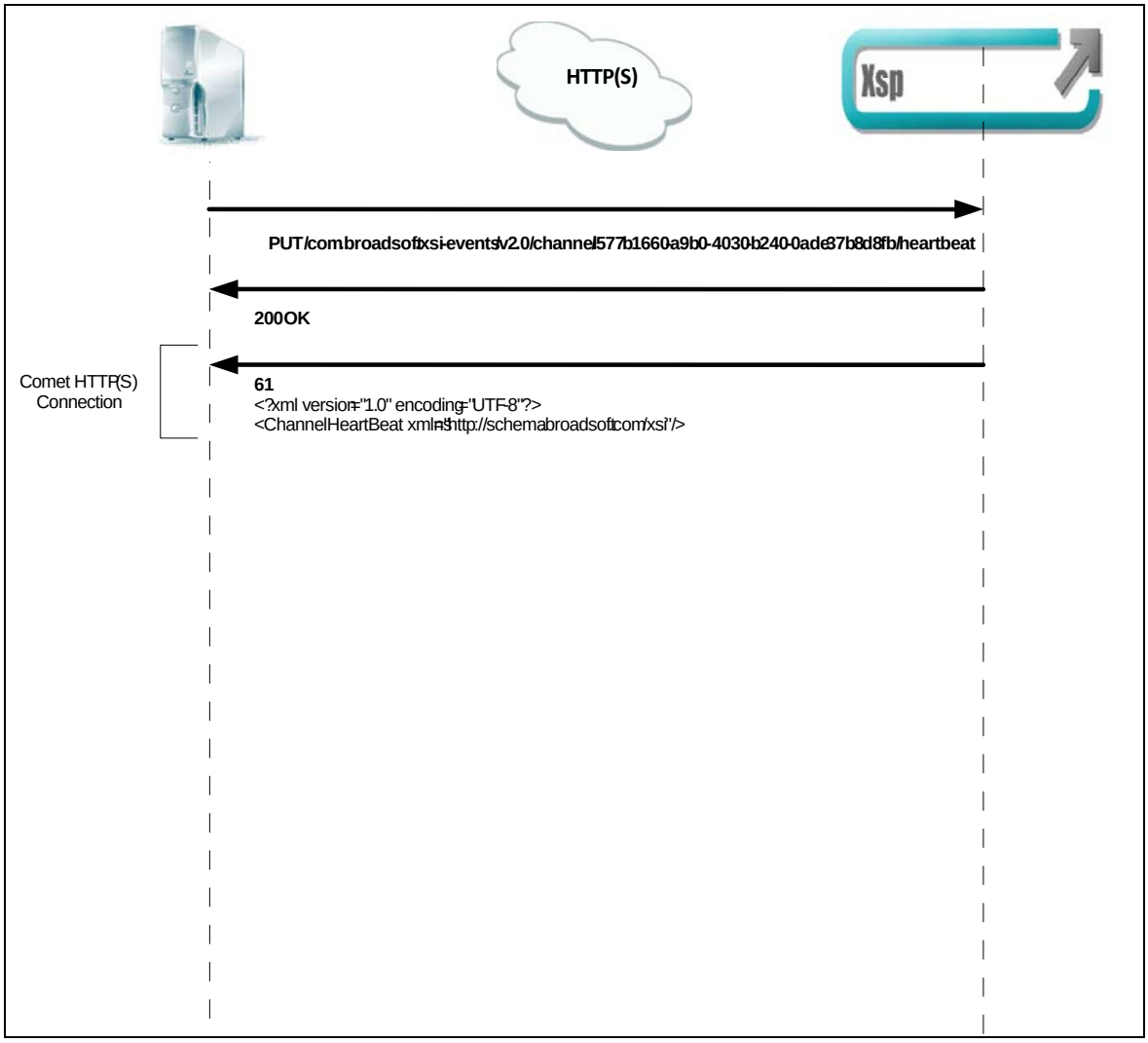

Figure 7 Channel HeartBeat

A more complete description of subscriptions and event channels is provided in the *Computer Telephony Integration Interface Specification* [2].

4.2.2 Authorization and Security

Xsi-Events offer the same authorization and security functionality as Xsi-Actions. For more information, see section *3.2 Functional Description*.

4.2.3 Channel

A channel contains the following attributes:

- A channel set identifier. This is any free-form text that identifies the event channel set to which this channel belongs. This identifier is meaningful in the context of an event subscription and must be globally unique for a subscriber. Uniqueness is necessary to avoid interactions with other applications that may be creating event subscriptions for the subscriber on distinct event channels.

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- The priority and weight of the channel within the event channel set. This is used by BroadWorks when determining the event channel on which to deliver an event.
- An expiration value. The expiration value specifies the life duration of the event channel.
- An application ID. This optional parameter uniquely identifies a remote application and can be used as a mechanism to limit the number of instances of a remote application.
- A channel ID which uniquely identifies the channel.

For more information, see the *Computer Telephony Integration Interface Specification* [2].

4.2.3.1 Application ID

A remote application may include an application ID when creating a channel to enforce a limit of one single channel set per application. If a second channel set is created with the same application ID, then BroadWorks terminates all channels associated with the first channel set (effectively terminating the channel set itself). This mechanism can be used to limit the number of instances of a remote application by specifying the same application ID in a channel creation request.

4.2.4 Subscription

A subscription contains the following attributes:

- A target. A target is typically a subscriber hosted in BroadWorks. The target can also be a collection of subscribers (that is, a group, service provider/enterprise, or the system) or a sub component of a subscriber.
- A channel set identifier or an http contact depending on the mechanism chosen for event delivery.
- An application ID. The application ID uniquely identifies a remote client application. By using different *applicationId*, more than one client application can "subscribe against" the same target for the same event. Normally a remote application provides the same applicationId for all subscriptions.
- An event package. The event package defines how the subscription behaves, including what types of notifications are sent and when. Each event corresponds to various types of notifications that are asynchronously sent by BroadWorks back to the subscribing client application.
- An expiration value. The expiration value specifies the life duration of the subscription.
- A shared subscription ID. Subscription sharing is an optional functionality. For more information, see section *4.2.4.3 Shared subscription*.
- A subscription ID which uniquely identifies the subscription.

4.2.4.1 Subscription target

The subscription target (the entity being monitored for the subscription) may be any one of the following:

- System – Indicates that the target of the subscription is the entire system

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- Service Provider ID – The ID of the target service provider/enterprise for the subscription.
- Group ID – The key of the target group for the subscription.
- User ID – The ID of the target user for the subscription.
- User subID – The subID of the target user for the subscription. Use only by some event packages, for example, Meet Me Conference.

4.2.4.2 Initial event

An initial event is issued only for subscription against the smallest target scope. Typically this means that an initial event is issued for subscription with user target. No initial event is issued if the subscription target is a collection of users (for example, a group).

Some event packages however support subscription against a user subID (see section *4.7.18 Meet Me Conference Events* for example). In such a case, an initial event is only issued for subscriptions against the target subID, not for subscription against a user, or any larger scope target (group, enterprise, system).

4.2.4.3 Shared subscription

Subscription sharing allows a remote application who has multiple subscriptions to the same target and event package to share a user-level subscription in BroadWorks. When shared subscriptions are used, only one notification will be sent for each state update for a particular target user and event package combination, regardless of the number of users subscribing to the same event package and target combination. This improves the performance and scalability of the solution as it reduces the volume of event notifications between BroadWorks and the remote application.

To share subscriptions, each remote application must send independent subscription requests to BroadWorks with the same shared subscription ID (SSID). BroadWorks uses the SSID in the subscription to link and correlate the subscriptions, and it only sends a single notification for state updates to the target, regardless of the number of remote applications sharing the subscription.

A more complete description of subscriptions sharing is provided in the *Computer Telephony Integration Interface Specification* [2].

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4.3 Message Encoding

Each Xsi-Events command is encoded in an HTTP request and is identified using the following attributes:

- For all commands (except for the Add Event Channel) a URL is in the format: http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/…
- For the Add Event Channel command, a URL is in the format: http(s)://<host:port>/com.broadsoft.async/com.broadsoft.xsi-events/v2.0/channel
- A Method, that is, GET, POST, DELETE or PUT

4.3.1 Versioning

Similar to Xsi-Actions, Xsi-Events commands are versioned using the URL version and the protocol version specified in the HTTP header. For more information, see section *3.3 Message Encoding*.

4.3.2 HTTP Headers

4.3.2.1 Commands

HTTP request headers of interest to the Xtended Services Interface from the remote application include:

- Authorization – Contains the user credentials.
- Content-type – Should be set to “application/xml; charset=UTF-8”. Note, however, that this is a recommendation that is not enforced by the Xtended Services Interface. It can also contain “application/json”. For more information, see section *4.3.2.2 Events*.
- X-BroadWorks-Protocol-Version – This header is optional. When set, it specifies the Xsi-Events API version to use. For more information, see section *3.4.1.1 Specify Request Version*.
- Accept – This header is optional and can be set to “application/json”. For more information, see section *4.3.2.2 Events*.
- Transfer-Encoding – This is an optional header that is used when adding an event channel.

HTTP response headers of interest to the remote application and sent by Xsi-Events include:

- Status header with status codes 200, 201, and so on.
- Content-type –“application/xml” or “application/json”. The character set (charset) depends on the type of response. For more information, see section *4.3.4 Character Sets*.

4.3.2.2 Events

When an event is delivered by BroadWorks using an HTTP contact, BroadWorks sends an HTTP request to the remote application with the event included in the message body and the *Content-Type* header is set to “application/xml; charset=UTF-8”. HTTP response headers and message bodies are ignored by BroadWorks.

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4.3.3 HTTP Body

Similar to Xsi-Actions, the body of an Xsi-Events request or response can optionally carry an entire XML document or can be encoded using JSON. The same mechanisms, described in section *3.3.3 HTTP Body*, are used to provide details related to body content. Note that event notification messages sent from BroadWorks to the remote application can only be encoded in XML and not JSON.

4.3.4 Character Sets

The following describes how Xsi-Events determine the character set to use for the encoding of message bodies included in responses:

- Subscription and channel command responses – UTF-8 is always used.
- Events – UTF-8 is always used.
- Platform-level error responses – The Xtended Services Platform's default character set is used.

4.4 Event Packages

A list of event packages is part of the Xtended Services Interface schema documentation. This list is in the *XsiSubscription.xsd* schema file. The following sections describe the events that BroadWorks triggers for an active subscription for each Xtended Services Interface event package.

4.4.1 Basic Call

The Basic Call event package consists of events that identify a call's basic progression through each state, that is, *Alerting/Ringing, Answered,* and *Released*. Client applications should use this event package to monitor or take action for a subscriber call presence or basic call state activity.

The following events are generated for the Basic Call event package:

- CallOriginating
- CallOriginated
- CallCollecting
- CallReceived
- CallAnswered
- CallReleased
- CallReleasing
- CallSubscription

4.4.2 Standard Call

The Standard Call event package consists of all events generated by Basic Call, as well as other call state notifications, such as, Hold, Park, Conference, and so on. Client applications should use this event package for a complete view of a subscriber's call state or call details while the call is present against that subscriber. This package does not provide a view of redirections a call might go through because of BroadWorks services,

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such as, Call Forwarding, and so on. It is expected that most third-party end-user applications use either the Basic or Standard Call event packages.

The following events are generated for the Standard Call event package:

- CallOriginating
- CallOriginated
- CallCollecting
- CallReceived
- CallAnswered
- CallHeld
- CallRecorded
- CallRetrieved
- CallReleasing
- CallReleased
- CallTransferred
- CallMonitored
- CallBargedIn
- CallParkRetrieved
- CallPickedUp
- CallForwarded
- CallUpdated
- ConferenceStarted
- ConferenceHeld
- ConferenceRetrieved
- ConferenceReleased
- ConferenceUpdated
- CallSubscription

4.4.3 Advanced Call

The Advanced Call event package provides a complete picture of a call as it is processed by BroadWorks. Events triggering on service execution that could prevent a call from reaching a subscriber, such as Do Not Disturb or Call Forwarding Always, are reported as part of the Advanced Call event package.

The following events are generated for the Advanced Call event package:

- CallOriginating

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- CallOriginated
- CallCollecting
- CallReceived
- CallAnswered
- CallHeld
- CallRecorded
- CallRetrieved
- CallReleasing
- CallReleased
- CallRedirected
- CallTransferred
- CallMonitored
- CallBargedIn
- CallParkRetrieved
- CallPickedUp
- CallForwarded
- CallUpdated
- ConferenceStarted
- ConferenceHeld
- ConferenceRetrieved
- ConferenceReleased
- ConferenceUpdated
- CallSubscription

4.4.4 Call Center Queue

The Call Center Queue event package provides notifications for calls in a BroadWorks-based call center's queue. Queue activity, such as, calls added, removed or reordered, and so on, can be monitored by subscribing to this event package.

The following events are generated for this event package:

- ACDCallAddedEvent
- ACDCallOfferedToAgentEvent
- ACDCallAnsweredByAgentEvent
- ACDCallAbandonedEvent

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- ACDCallReleasedEvent
- ACDCallOverflowedEvent
- ACDCallOverflowedTreatmentCompletedEvent
- ACDCallTransferredEvent
- ACDCallUpdatedEvent
- ACDCallBouncedEvent
- ACDCallForwardedEvent
- ACDCallForwardedTreatmentCompletedEvent
- ACDCallReorderedEvent
- ACDCallStrandedEvent
- ACDCallStrandedTreatmentCompletedEvent
- ACDCallEscapedEvent
- ACDHolidayPolicyAppliedEvent
- ACDHolidayPolicyTreatmentCompletedEvent
- ACDNightPolicyAppliedEvent
- ACDNightPolicyTreatmentCompletedEvent
- ACDCallPromotedEvent
- ACDSubscriptionEvent
- ACDWhisperStartedEvent
- ACDCallStrandedUnavailableEvent
- ACDCallStrandedUnavailableTreatmentCompleteEvent

4.4.5 Route Point Queue

The Route Point Queue event package provides notifications for calls in a BroadWorks-based route point queue. A route point differs in functionality from a call center. For more information, see the *Computer Telephony Integration Interface Specification* [2].

The following events are generated for this event package:

- RoutePointCallAddedEvent
- RoutePointCallOfferedToAgentEvent
- RoutePointCallAnsweredByAgentEvent
- RoutePointCallAbandonedEvent
- RoutePointCallOverflowedEvent
- RoutePointCallOverflowedTreatmentCompletedEvent

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- RoutePointCallTransferedEvent
- RoutePointCallUpdatedEvent
- RoutePointCallBouncedEvent
- RoutePointCallForwardedEvent
- RoutePointCallForwardedTreatmentCompletedEvent
- RoutePointCallReleasedEvent
- RoutePointCallFailedEvent
- RoutePointOutgoingCallOriginatedEvent
- RoutePointOutgoingCallAnsweredEvent
- RoutePointTreatmentStartedEvent
- RoutePointTreatmentCompletedEvent
- RoutePointMOHStartedEvent
- RoutePointMOHCompletedEvent
- RoutePointRingbackStartedEvent
- RoutePointRingbackCompletedEvent
- RoutePointBusyStartedEvent
- RoutePointBusyCompletedEvent
- RoutePointSilenceStartedEvent
- RoutePointSilenceCompletedEvent
- RoutePointHolidayPolicyAppliedEvent
- RoutePointHolidayPolicyTreatmentCompletedEventEvent
- RoutePointNightPolicyAppliedEvent
- RoutePointNightPolicyTreatmentCompletedEvent
- RoutePointFailedEvent
- RoutePointRecoveredEvent
- RoutePointSubscriptionEvent
- RoutePointEvent
- RoutePointWhisperStartedEvent

4.4.6 Voice Mail Message Summary

The Voice Mail Message Summary event package notifies applications when a voice mail message has been left against a BroadWorks subscriber for either the Voice Messaging or Third-Party Voice Mail Support services. Notifications for changes to the service's

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message summary status, such as, a new voice mail being left or a voice mail being deleted, are sent.

Any BroadWorks end user or a virtual subscriber, such as, a call center or auto attendant that could have these services assigned to them, can be the target of a voice mail message summary subscription.

Note that the Third-Party Voice Mail Support and Voice Messaging services are not a supported configuration. If a user has both services and a valid subscription for this event package exists, then the user receives events for both services. However, the messages do not identify to which service the notification is related.

VoiceMailMessageSummaryEvent is generated for this event package.

4.4.7 Three-Way Calling

The Three-Way Calling event package notifies subscribers when changes are made to a subscription target's Three-Way Calling service.

ThreeWayCallEvent is generated for this event package.

4.4.8 BroadWorks Anywhere

The BroadWorks Anywhere event package notifies subscribers when changes are made to a subscription target's BroadWorks Anywhere service.

BroadWorksAnywhereEvent is generated for this event package.

4.4.9 Call Center Agent

The Call Center Agent event package notifies subscribers for actions taken or occurring for BroadWorks Call Center agents, such as, an agent's ACD state, a disposition code entered by an agent, and so on.

The following events are generated for this event package:

- ACDAgentJoinUpdateEvent
- AgentSubscriptionEvent
- AgentDispositionCodeAddedEvent
- AgentStateEvent

4.4.10 Call Center Agent Monitoring

The Call Center Agent Monitoring event package allows a subscriber to receive notifications related to the overall performance of the agent, such as, the average handling time, average outgoing call handing time, and so on.

The following events are generated for this event package:

- CallCenterAgentMonitoringEvent
- CallCenterAgentOnCallAlertEvent
- CallCenterAgentMonitoringSubscriptionEvent

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4.4.11 Call Center Configuration

The Call Center Configuration event package notifies subscribers when a service mode, such as, Forced Forwarding, Holiday Service, and Night Service, for a BroadWorks call center change.

The following events are generated for this event package:

- ACDForcedForwardingEvent
- ACDHolidayServiceEvent
- ACDNightServiceEvent
- ACDConfigurationSubscriptionEvent

4.4.12 Call Center Monitoring

The Call Center Monitoring event package allows a subscriber to receive notifications related to the overall performance of the call center, such as, the expected wait time, longest wait time, and so on.

CallCenterMonitoringEvent is generated for this event package.

4.4.13 Call Forwarding Always

The Call Forwarding Always event package notifies subscribers when changes are made to a subscription target's Call Forwarding Always service.

CallForwardingAlwaysEvent is generated for this event package.

4.4.14 Call Forwarding Busy

The Call Forwarding Busy event package notifies subscribers when changes are made to a subscription target's Call Forwarding Busy service.

CallForwardingBusyEvent is generated for this event package.

4.4.15 Call Forwarding No Answer

The Call Forwarding No Answer event package notifies subscribers when changes are made to a subscription target's Call Forwarding No Answer service.

CallForwardingNoAnswerEvent is generated for this event package.

4.4.16 Call Park

The Call Park event package notifies subscribers when a call is parked or when it is no longer parked against the target user (for example, the parked call is retrieved or released).

CallParkAgainstEvent is generated for this event package.

4.4.17 Call Recording

The Call Recording event package notifies subscribers when changes are made to a subscription target's Call Recording service.

CallRecordingEvent is generated for this event package.

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4.4.18 Call Transfer

The Call Transfer event package notifies subscribers when changes are made to a subscription target's Call Transfer service.

CallTransferEvent is generated for this event package.

4.4.19 Call Waiting

The Call Waiting event package notifies subscribers when changes are made to a subscription target's Call Waiting service.

CallWaitingEvent is generated for this event package.

4.4.20 CommPilot Express

The CommPilot Express event package notifies subscribers when changes are made to a subscription target's CommPilot Express service.

CommPilotExpressEvent is generated for this event package.

4.4.21 Do Not Disturb

The Do Not Disturb event package notifies subscribers when changes are made to a subscription target's Do Not Disturb service.

DoNotDisturbEvent is generated for this event package.

4.4.22 Hoteling Guest

The Hoteling Guest event package notifies subscribers when changes are made to a subscription target's Hoteling Guest service.

HotelingGuestEvent is generated for this event package.

4.4.23 Last Number Redial

The Last Number Redial event package notifies subscribers when changes are made to a subscription target's Last Number Redial service.

LastNumberRedialEvent is generated for this event package.

4.4.24 Meet Me Conference

The Meet Me Conference event package provides notifications for calls in a Meet-Me conference. Conference activity, such as, conference started, participant joined, participant muted, and so on, can be monitored by subscribing to this event package.

For Meet-Me Conferencing, a subscription is not terminated (*SubscriptionTerminationEvent* is generated) due to the status of a conference. For example, if a subscription is made to a targetSubId and the conference ends, the subscription is still active. The same is true for subscriptions that do not have a *targetSubId* specified.

The following events are generated for this event package:

- Meet-Me Conference Auto Lecture Mode Started
- Meet-Me Conference Lecture Mode Started
- Meet-Me Conference Lecture Mode Stopped

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- Meet-Me Conference Locked
- Meet-Me Conference Recording Paused
- Meet-Me Conference Recording Resumed
- Meet-Me Conference Recording Started
- Meet-Me Conference Recording Stopped
- Meet-Me Conference Started
- Meet-Me Conference Stopped
- Meet-Me Conference Subscription
- Meet-Me Conference Unlocked
- Meet-Me Participant Held
- Meet-Me Participant Joined
- Meet-Me Participant Left
- Meet-Me Participant Muted
- Meet-Me Participant Retrieved
- Meet-Me Participant Unmuted
- Meet-Me Participant Updated

4.4.25 Music On Hold

The Music On Hold event package notifies subscribers when changes are made to a subscription target's Music On Hold service.

MusicOnHoldEvent is generated for this event package.

4.4.26 N-Way Calling

The N-Way Calling event package notifies subscribers when changes are made to a subscription target's N-Way Calling service.

N-WayCallEvent is generated for this event package.

4.4.27 Remote Office

The Remote Office event package notifies subscribers when changes are made to a subscription target's Remote Office service.

RemoteOfficeEvent is generated for this event package.

4.4.28 Sequential Ringing

The Sequential Ringing event package notifies subscribers when changes are made to a subscription target's Sequential Ringing service.

SequentialRingEvent is generated for this event package.

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4.4.29 Simultaneous Ringing Personal

The Simultaneous Ringing Personal event package notifies subscribers when changes are made to a subscription target's Simultaneous Ringing Personal service.

SimultaneousRingPersonalEvent is generated for this event package.

4.4.30 Third-Party Voice Mail Support

The Third-Party Voice Mail Support event package notifies subscribers when changes are made to a subscription target's Third Party Voice Mail Support service.

ThirdPartyVoiceMailSupportEvent is generated for this event package.

4.4.31 Voice Messaging

The Voice Messaging event package notifies subscribers when changes are made to a subscription target's Voice Messaging service.

VoiceMessagingEvent is generated for this event package.

4.5 Backward Compatibility

Similar to Xsi-Actions, Xsi-Events is backward compatible for up to two major releases. The same backward compatibility mechanism described for Xsi-Actions request and schema applies to Xsi-Events. For more information, see section *3.4 Backward Compatibility*. The following subsections explain event package versioning.

4.5.1 Events

Xsi-Events are delivered to the remote application when it subscribes to one or more event packages. Each event package in Xsi-Events is versioned against a BroadWorks release. The version of the event package is specified by the remote application via the various subscription methods. The version number provided can indicate a BroadWorks major or minor release, for example, Release 17.0, 17.sp1, or 18.0.

The version is a number that is the same as the BroadWorks release (or version) in which that event package was introduced (or in which the event package is handled identically to that version). If a new event is to be sent as part of an event package or if there is any change in the parameters for a specific event, then a new version of the event package is created and the existing version remains unchanged.

If a remote application subscribes to an event package with a given version, it is guaranteed to receive event notifications in a defined and unchanged format for as long as that event package version is supported, (which is two major BroadWorks releases). If there is any change in an event delivered by BroadWorks, that changed event can only be viewed by subscribing to the newer version of the applicable event package.

4.5.1.1 Specify Event Package Version

An event package version is specified via a custom HTTP header in the Xtended Services Interface request's HTTP method URL. This header is *X-BroadWorks-Protocol-Version*. If a version does not accompany a request, BroadWorks executes the command as if the latest version of the event package was requested.

4.5.1.2 Example

Assuming that a new event is delivered as part of the Advanced Call subscription on a BroadWorks Release 17.sp1 deployment, a subscription can be made with a version of 17.0 or 17.sp1. Creating an Advanced Call subscription with *X-BroadWorks-Protocol-*

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Version set to “17.0” on a BroadWorks Release 17.sp1 deployment would continue to deliver events identical to a BroadWorks Release 17.0 deployment. Creating an Advanced Call subscription with X-*BroadWorks-Protocol-Version* set to “17.sp1” on a BroadWorks Release 17.sp1 deployment would deliver events according to the new version of the event package, including the new event.

4.5.1.3 XML Schema

The XML schema defines the types used by the Xtended Services Interface (Xsi) and is published with every release of BroadWorks.

Schema changes between successive BroadWorks major and minor releases are published along with the schema. For example, schema changes made in 17.sp1 are available with BroadWorks Release 17.sp1.

For example, assume the *DoNotDisturb* type has been modified in a new BroadWorks release; schema files in the new BroadWorks release would document this change.

4.6 Command Description

The following listings represent the complete API for Xsi-Events. Note that since “http(s)://<host:port>” is common to all command URLs, the following listings start with “/v2.0”.

4.6.1 Command Listing

The following commands are used to create, retrieve, and modify event subscriptions.

```
/com.broadsoft.xsi-events/v2.0/enterprise/<enterpriseId>
/com.broadsoft.xsi-events/v2.0/enterprise/<enterpriseId>/group/<groupId>
/com.broadsoft.xsi-events/v2.0/serviceprovider/<serviceProviderId>
/com.broadsoft.xsi-events/v2.0/serviceprovider/<serviceProviderId>/group/
<groupId>
/com.broadsoft.xsi-events/v2.0/subscription
/com.broadsoft.xsi-events/v2.0/subscription/<subscriptionId>
/com.broadsoft.xsi-events/v2.0/system
/com.broadsoft.xsi-events/v2.0/user/<userId>
/com.broadsoft.xsi-events/v2.0/user/<userid>/subId/<subid>
```

The following commands are used to establish channels and channel sets.

```
/com.broadsoft.async/com.broadsoft.xsi-events/v2.0/channel
/com.broadsoft.xsi-events/v2.0/channel/<channelId>
/com.broadsoft.xsi-events/v2.0/channelset/<channelsetId>
```

The details of each command are provided in the following subsections.

4.6.2 Subscription Commands

4.6.2.1 enterprise/<enterpriseId>

This command allows a user, in an allowed scope, to subscribe to events for an enterprise. A subscription is issued by a subscription owner (typically an enterprise or system administrator), against a subscription target, that is, a BroadWorks enterprise, for an event package that identifies the set of events the application is interested in receiving.

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NOTE: The enterprise/<enterpriseId> and the serviceprovider/<serviceProviderId> URIs are interchangeable. As a result, this command can also be used against a service provider by replacing the *enterpiseId* by the *serviceProviderId* in the URI in the table.

Method Description (event channel):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/enterprise/<enterpriseId>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

Method Description (HTTP contact):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/enterprise/<enterpriseId>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <httpContact> <uri>172.16.25.114:8800/MyApplication/eventConsumer</uri> </httpContact> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

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4.6.2.2 enterprise/<enterpriseId>/group/<groupid>

This command allows an application to submit an initial subscription for events that are required by the application against an enterprise group. A subscription is issued by a subscription owner, against a subscription target that is a group, for an event package that identifies the set of events the application is interested in receiving.

NOTE: The enterprise/<enterpriseId>/group/<groupid> and the serviceprovider/<serviceProviderId>/group/<groupid> URIs are interchangeable. As a result, this command can also be used against a service provider group by replacing the *enterpiseId* by the *serviceProviderId* in the URI in the table.

Method Description (event channel):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/enterprise/<enterpriseId>/group/<groupid>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

Method Description (HTTP contact):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/enterprise/<enterpriseId>/group/<groupid>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <httpContact> <uri>172.16.25.114:8800/MyApplication/eventConsumer</uri> </httpContact> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

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4.6.2.3 serviceprovider/<serviceProviderId>

This command allows a user in an allowed scope to subscribe for events for a service provider. A subscription is issued by a subscription owner, typically a service provider or system administrator, against a subscription target that is a BroadWorks service provider, for an event package that identifies the set of events the application is interested in receiving.

NOTE: The serviceprovider/<serviceProviderId> and the enterprise/<enterpriseId> URIs are interchangeable. As a result, this command can also be used against an enterprise by replacing the *serviceProviderId* by the enterpriseId in the URI in the table.

Method Description (event channel):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/serviceprovider/<serviceProviderId>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

Method Description (HTTP contact):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/serviceprovider/<serviceProviderId>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <httpContact> <uri>172.16.25.114:8800/MyApplication/eventConsumer</uri> </httpContact> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

4.6.2.4 serviceprovider/<serviceProviderId>/group/<groupid>

This command allows an application to submit an initial subscription for events that are required by the application against a service provider group. A subscription is issued by a

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subscription owner, against a subscription target that is a group, for an event package that identifies the set of events the application is interested in receiving.

NOTE: The serviceprovider/<serviceProviderId>/group/<groupid> and the enterprise/<enterpriseId>/group/<groupid> URIs are interchangeable. As a result, this command can also be used against an enterprise group by replacing the *serviceProviderId* by the *enterpiseID* in the URI in the table.

Method Description (event channel):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/serviceprovider/<serviceProviderId>/group/<groupid>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

Method Description (HTTP contact):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/serviceprovider/<serviceProviderId>/group/<groupid>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <httpContact> <uri>172.16.25.114:8800/MyApplication/eventConsumer</uri> </httpContact> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

4.6.2.5 subscriptions

Subscription information can be retrieved by querying a single subscription using its *subscriptionId* or by using a combination of filters using optional URL parameters to retrieve a list. The following filters can be used:

- *subscriberId* – Used to filter subscriptions owned by the given subscriber.

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If this parameter is not specified, the authenticated user (the user matching the authenticated credentials in the HTTP command) is used as the *subscriberId* on which to filter. Essentially, if a user wants to see subscriptions that they own, they do not need to use the *subscriberId* parameter. If they want to see subscriptions owned by others, they need to use the *subscriberId* parameter. In this case, the *subscriberId* value used must be within the allowed scope of the authenticated user, otherwise a 403 error response is generated.

- *event* – Used to filter subscriptions matching this event.
- *extAppId* – Used to filter subscription against the given external Application ID.
- *targetId* – Used to filter subscriptions against the given target (user or collection of users).
- *targetGrpParentId* – If the *targetId* is "group", *targetGrpParentId* should be sent with the corresponding service provider or enterprise of the group. If the *targetEntityType* filter value is "Group" and a *targetGrpParentId* value is not provided, a 400 XCap error is returned.
- *targetEntityType* – Identifies the type of the given target. If the *targetEntityType* is not set, by default the *targetEntity* type used is "User". Allowed values for *targetEntityType* are "User", "ServiceProvider", "Group", and "System".
- *targetSubId* – Used to filter subscriptions against the given subId.

NOTE: For a subscription with a target as "enterprise" or "service provider", the *targetIdType* returned is *ServiceProvider*.

An identified target must be within the allowed scope of the authenticated user; otherwise, a 403 error response is generated.

Method Description (event channel):

URI	`http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/subscriptions?[subscriberId=]&[targetId=]&[event=]&[]&[targetGrpParentId=]&[targetEntityType=]`
Methods	`GET`
GET Request Content	`No Content Sent`

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GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <SubscriptionList xmlns="http://schema.broadsoft.com/xsi "> <subscription> <subscriptionId> bc123480-3c13-43d9-90d8- ae3c592346ab</subscriptionId> <subscriberId>subscriber@broadsoft.com<subscriberId> <targetId>target@broadsoft.com<targetId> <event>Basic Call</event> <expires>4800</expires> <contact> <uri>http://www.test.xyz/events/user</uri> </contact> <applicationId>ApplicationOne</applicationId> </subscription> <subscription> <subscriptionId>ed126780-3d15-41d9-11d3- 463c592346ab</subscriptionId> <subscriberId>subscriber@broadsoft.com<subscriberId> <targetId>anotherTarget@broadsoft.com<targetId> <event>Basic Call</event> <expires>4800</expires> <channelSetId>ChannelSetOne</channelSetId> <applicationId>ApplicationTwo</applicationId> </subscription> </SubscriptionList>

4.6.2.6 subscription/<subscriptionid>

These commands are used to query, modify, or delete a single subscription by specifying its *subscriptionId*.

Xsi-Events responds with a 200 OK containing a *SubscriptionList* element for a GET, a 200 OK containing a *SubscribeResponse* element for a PUT, an empty 200 OK response for a DELETE, and a 403 error response for all unsuccessful responses.

A notification POST message is issued from BroadWorks to the client or application if an existing subscription is successfully refreshed or modified and the subscription is against an end-user target. If the target is a collection of users (that is, group, service provider/enterprise, or system), a notification POST is not generated following a successful refresh.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi- events/v2.0/subscription/<subscriptionid>
Method(s)	GET PUT DELETE
GET Content	No Content Sent
GET Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>ed126780-3d15-41d9-11d3- 463c592346ab</subscriptionId> <subscriberId>subscriber@broadsoft.com<subscriberId> <targetIdType>User</targetIdType> <targetId>target@broadsoft.com<targetId> <event>Basic Call</event> <expires>4800</expires> <channelSetId>ChannelSetOne</channelSetId> <applicationId>AClientApplication</applicationId> </Subscription>

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PUT Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://www.broadsoft.com/xsi"> <expires>3600</expires> </Subscription>
PUT Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://www.broadsoft.com/xsi"> <subscriptionId>ed126780-3d15-41d9-11d3-463c592346ab</subscriptionId> <expires>3600</expires> </Subscription>
DELETE Content	No Content Sent
DELETE Response Content	No Content Sent

4.6.2.7 system

This command is used by a user, within an allowed scope, to subscribe to events across an entire BroadWorks system. A subscription is issued by a subscription owner, typically a system administrator, against the BroadWorks system target, for an event package that identifies the set of events the application is requesting.

Method Description (event channel):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/system
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

Method Description (HTTP contact):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/system
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <httpContact> <uri>172.16.25.114:8800/MyApplication/eventConsumer</uri> </httpContact> <applicationId>CommPilotApplication</applicationId> </Subscription>

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POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

4.6.2.8 user/<userid>

This command allows an application to submit an initial subscription for events that are required by the application. A subscription is issued by a subscription owner, against a subscription target for an event package, which identifies the set of events the application is requesting.

Note that *Privacy* can be enabled for an end-user target, but not for a collection of users such as a group, service provider/enterprise, or system.

Method Description (event channel):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/user/<userid>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <channelSetId>ChannelSetIdOne</channelSetId> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

Method Description (HTTP contact):

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/user/<userid>
Methods	POST
POST Request Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <event>Advanced Call</event> <expires>3600</expires> <httpContact> <uri>172.16.25.114:8800/MyApplication/eventConsumer</uri> </httpContact> <applicationId>CommPilotApplication</applicationId> </Subscription>
POST Response Content	<?xml version="1.0" encoding="UTF-8"?> <Subscription xmlns="http://schema.broadsoft.com/xsi"> <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId> <expires>3600</expires> </Subscription>

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4.6.2.1 user/<userid>/subId/<subid>

This command allows an application to submit a subscription for events that are required by the application. A subscription is issued by a subscription owner, against a subscription target for an event package, which identifies the set of events the application is requesting. The target is identified by a userid and a subid. This type of subscription can only be issued against event package that supports subid (for example, Meet Me Conference Events explained in section *4.7.18 Meet Me Conference Events*).

Method Description (event channel):

URI	`http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/user/<userid>/subId/<subid>`
Methods	POST

POST Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<Subscription xmlns="http://schema.broadsoft.com/xsi">`
	`  <event>Advanced Call</event>`
	`  <expires>3600</expires>`
	`  <channelSetId>ChannelSetIdOne</channelSetId>`
	`  <applicationId>CommPilotApplication</applicationId>`
	`</Subscription>`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<Subscription xmlns="http://schema.broadsoft.com/xsi">`
	`  <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId>`
	`  <expires>3600</expires>`
	`</Subscription>`

Method Description (HTTP contact):

URI	`http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/user/<userid>/subId/<targetSubId>`
Methods	POST

POST Request Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<Subscription xmlns="http://schema.broadsoft.com/xsi">`
	`  <event>Advanced Call</event>`
	`  <expires>3600</expires>`
	`  <httpContact>`
	`<uri>172.16.25.114:8800/MyApplication/eventConsumer</uri>`
	`</httpContact>`
	`  <applicationId>CommPilotApplication</applicationId>`
	`</Subscription>`

POST Response Content	`<?xml version="1.0" encoding="UTF-8"?>`
	`<Subscription xmlns="http://schema.broadsoft.com/xsi">`
	`  <subscriptionId>bc123480-3c13-43d9-90d8-ae3c592346ab</subscriptionId>`
	`  <expires>3600</expires>`
	`</Subscription>`

4.6.3 Channel Commands

4.6.3.1 channel

This command establishes a new event channel with Xsi-Events via the HTTP POST method on the documented URL. This event channel is then used to stream events back to the external application when event subscriptions in BroadWorks trigger events.

A prefix string is provided in the command URL to indicate a streaming HTTP connection. The prefix string must be *com.broadsoft.async*. When BroadWorks processes a

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command with this value in the URL, it expects streaming HTTP semantics to be applied to the connection from the external application and ensures it recognizes that this is a streaming HTTP connection.

An event channel is typically created only when an external application requests streaming HTTP event delivery; therefore, the *com.broadsoft.async* prefix applies to a channel creation command. If streaming HTTP event delivery is not required, there is no need to establish an event channel. For a new subscription and more information on non-streaming HTTP event delivery, see the appropriate command description.

An event channel is created on behalf of the authorized BroadWorks subscriber issuing the command. Multiple event channels can be created that belong to one channel set; the maximum allowed number of event channels per channel set is a configurable number. For more information on adding an event channel, see the *Computer Telephony Integration Interface Specification* [2].

Each event channel created must be over a separate streaming HTTP connection. If a second POST method is issued over an existing streaming HTTP connection, BroadWorks does not have access to any HTTP headers or the HTTP URL of this second POST, possibly resulting in inconsistent event delivery over this second channel.

While creating an event channel, a client application identifies the channel set to which it belongs. This channel set is a value that is established by the client application and is used to group event channels into a set. For information on event channel and event channel set concepts and associated behavior, see the *Computer Telephony Integration Interface Specification* [2].

A successful channel creation command results in a chunked HTTP response from Xsi-Events, with the channel identifier as the response content. Clients can use this channel identifier to modify or remove the event channel. Xsi-Events does not close this streaming HTTP connection upon delivery of the add channel response content.

Method Description:

URI	`http(s)://<host:port>/com.broadsoft.async/com.broadsoft.xsi-events/v2.0/channel`
Methods	POST

POST Request Content	`<Channel xmlns="http://schema.broadsoft.com/xsi">`
	`  <channelSetId>ChannelSetA</channelSetId>`
	`  <priority>1</priority>`
	`  <weight>50</weight>`
	`  <expires>3600</expires>`
	`</Channel>`

POST Response Content	`<Channel xmlns="http://schema.broadsoft.com/xsi">`
	`  <channelId>channelId1</channelId>`
	`  <expires>3600</expires>`
	`</Channel>`

4.6.3.2 channel/<channelId>

This command is used to modify and remove an established event channel.

Deleting a channel causes BroadWorks to issue a *ChannelTerminatedEvent* over the established streaming HTTP connection. Xsi-Events expect client applications to issue the command to delete a channel, process the resulting *ChannelTerminatedEvent*, and only then close the HTTP connection.

Since modification and removal of a channel does not have streaming HTTP semantics, Xsi-Events does not expect this command to be issued with the *com.broadsoft.async* prefix in the URL. In addition, Xsi-Events do not expect this command to be issued via the

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established streaming HTTP event channel HTTP connection. Doing this results in invalid behavior as the HTTP headers and method URL issued are not available. Client applications are expected to send a channel modification/removal command over a new, non-streaming HTTP connection.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/channel/<channelId>
Methods	PUT, DELETE
PUT Request Content	<Channel xmlns="http://schema.broadsoft.com/xsi"> <expires>3800</expires> </Channel>
PUT Response Content	<Channel xmlns="http://schema.broadsoft.com/xsi"> <channelId>channelId1</channelId> <expires>3600</expires> </Channel>
DELETE Request Content	No Content Sent
DELETE Response Content	No Content Sent

4.6.3.3 channelset/<channelSetId>

This command is used to retrieve event channel set data, which consists of a list of event channels belonging to that event channel set, along with channel details.

Since this command does not have streaming HTTP semantics, Xsi-Events does not expect this command to be issued with the *com.broadsoft.async* prefix in the URL. Client applications are expected to send this command over a new, non-streaming HTTP connection.

Method Description:

URI	http(s)://<host:port>/com.broadsoft.xsi-events/v2.0/channelset/<channelSetId>
Methods	GET
GET Request Content	No Content Sent
GET Response Content	<ChannelSet xmlns="http://schema.broadsoft.com/xsi"> <channel> <channelId>channelIdOne</channelId> <channelSetId>channelSetOne</channelSetId> <priority>1</priority> <weight>50</weight> <expires>3700</expires> </channel> <channel> <channelId>channelIdTwo</channelId> <channelSetId>channelSetOne</channelSetId> <priority>2</priority> <weight>50</weight> <expires>3600</expires> </channel> </ChannelSet>

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4.7 Events

4.7.1 Call and Conference Events

A call event is an event that reports a change in the state of a call. A conference event is an event that reports a change in the state of a conference. Call and conference events are created when subscribing to the Advanced Call event package. Note that the Basic Call and Standard Call event packages contain only a subset of the events in the Advanced Call event package. For more information, see section *4.4 Event Packages*.

4.7.1.1 Call Events

The following subsections provide detailed information for all available call event types as follows:

- CallOriginatingEvent
- CallOriginatedEvent
- CallReceivedEvent
- CallAnsweredEvent
- CallHeldEvent
- CallRetrievedEvent
- CallUpdatedEvent
- CallRedirectedEvent
- CallTransferredEvent
- CallReleasingEvent
- CallReleasedEvent
- CallCollectingEvent
- CallPickedUpEvent
- CallBargedInEvent
- CallMonitoredEvent

4.7.1.1.1 CallOriginatingEvent

A *CallOriginatingEvent* is generated when a Click-to-Dial request is accepted by BroadWorks and an attempt is made to alert the subscriber's endpoint(s). At this point, the *callId* and *externalTrackingId* are generated and included in the event. The call state is "Alerting" and the personality is "Click-To-Dial". The address element of the *remoteParty* is set to the dialed phone number.

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Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>46228196-3dfa-45c3-a4d5-2e7e53c10d7e</xsi:eventID>
  <xsi:sequenceNumber>8</xsi:sequenceNumber>
  <xsi:userId>admin@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId
  </xsi:externalApplicationId>
  <xsi:subscriptionId>
  ceaec03b-a6b7-4681-b4de-287d34cc2b89</xsi:subscriptionId>
  <xsi:channelId>
  a94890bf-73ae-43d4-87e4-5da75e9a28f7</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallOriginatingEvent">
    <xsi:call>
      <xsi:callId>callhalf-10201:0</xsi:callId>
      <xsi:extTrackingId>62:1</xsi:extTrackingId>
      <xsi:personality>Click-to-Dial</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:1012</xsi:address>
        <xsi:callType>Unknown</xsi:callType>
      </xsi:remoteParty>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271253522275</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.2 CallOriginatedEvent

A *CallOriginatedEvent* is generated when a call is originated by a subscriber. This occurs in the following two cases:

- When the calling subscriber manually initiates a call by dialing a destination on its device.

  In this case, a new *callId* and the *externalTrackingId* are generated by BroadWorks.

- When the remote application has initiated a Click-to-Dial call.

  In this case, a *CallOriginatingEvent* is generated when the system accepts the request. Once the subscriber accepts the dial attempt (by going off-hook), then the call personality changes from "Click-to-Dial" to "Originator", and a *CallOriginatedEvent* is issued. Both the *CallOriginatingEvent* and *CallOriginatedEvent* have the same *callId* and *extTrackingId*.

In both cases, the call state is "Alerting" and the personality is "Originator".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>302cb2c3-99bd-43a7-ba1b-1fef618e5e81</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  7f09c36a-3ee1-44f9-93fc-fe54fbf16519</xsi:subscriptionId>
  <xsi:channelId>
  4989a025-e801-4150-9bc1-8696c2e4d387</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallOriginatedEvent">
    <xsi:call>
      <xsi:callId>callhalf-11927:3</xsi:callId>
      <xsi:extTrackingId>108:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS3FirstName
        subscriberS3LastName</xsi:name>
        <xsi:address>tel:1013</xsi:address>
        <xsi:userId>subscriberS3@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001013;ext=1013</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:startTime>1271273072015</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.3 CallReceivedEvent

A *CallReceivedEvent* is generated when a subscriber receives an incoming call. The event is generated before service processing, for example, for Call Forwarding Always (CFA). This event is also generated when a subscriber is being recalled (for example, for Call Transfer Recall). It contains information about the caller in the *remoteParty* element. The call state is "Alerting" and the personality is "Terminator".

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>eaf8103b-1e6f-4f72-b254-8a719ff3ea90</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  7f09c36a-3ee1-44f9-93fc-fe54fbf16519</xsi:subscriptionId>
  <xsi:channelId>
  4989a025-e801-4150-9bc1-8696c2e4d387</xsi:channelId>
  <xsi:targetId>subscriberS3@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallReceivedEvent">
    <xsi:call>
      <xsi:callId>callhalf-12215:0</xsi:callId>
      <xsi:extTrackingId>108:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
        subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:startTime>1271273072015</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.4 CallAnsweredEvent

A *CallAnsweredEvent* event is generated when a call, that is originated or received by the subscriber, is answered.

For a given call, there can be more than one *CallAnsweredEvent* generated. This happens when an active call is redirected following a blind transfer. In this case, the call goes back to the "Alerting" state. Once the transferred destination answers the call, a new *CallAnsweredEvent* is generated. As a result, a total of two *CallAnsweredEvent* have been received: The first one before the transfer, (since the call was already in the active state before the transfer) and the second one after the successful transfer.

The *answerTime* captured in the event always indicates the time of the first call answer. The call state is "Active".

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>8414b50e-77a0-46ae-ad3d-0b2e4b7b0051</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  7f09c36a-3ee1-44f9-93fc-fe54fbf16519</xsi:subscriptionId>
  <xsi:channelId>
  4989a025-e801-4150-9bc1-8696c2e4d387</xsi:channelId>
  <xsi:targetId>subscriberS3@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallAnsweredEvent">
    <xsi:call>
      <xsi:callId>callhalf-12215:0</xsi:callId>
      <xsi:extTrackingId>108:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
        subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001013@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271273072015</xsi:startTime>
      <xsi:answerTime>1271273073756</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.5 CallHeldEvent

A *CallHeldEvent* is generated when a subscriber or remote party holds the call. The event indicates whether the call was held by the subscriber or remote party. The call state is "Held" or "Remote Held" depending on which party held the call. Remote party call hold is only reported for group or enterprise calls in a stand-alone application. In addition, if the call is already held locally, then the remote party call hold is not reported.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>acfa58d1-a49a-4832-9fe4-60875fe996ba</xsi:eventID>
  <xsi:sequenceNumber>12</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  f650bd48-4785-4369-9f2d-16ba3ae6c0a3</xsi:subscriptionId>
  <xsi:channelId>
  681e0150-6bb5-4888-9758-3ffd056c0c1f</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallHeldEvent">
    <xsi:call>
      <xsi:callId>callhalf-11283:0</xsi:callId>
      <xsi:extTrackingId>18:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Held</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS2FirstName
        subscriberS2LastName</xsi:name>
        <xsi:address>tel:1012</xsi:address>
        <xsi:userId>subscriberS2@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001012;ext=1012</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:allowRetrieve />
      <xsi:startTime>1271265744119</xsi:startTime>
      <xsi:answerTime>1271265745924</xsi:answerTime>
      <xsi:heldTime>1271265909363</xsi:heldTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.6 CallRetrievedEvent

A *CallRetrievedEvent* is generated when the subscriber or remote party retrieves a held call. The event indicates whether the call was retrieved by the subscriber or remote party. The call state is "Active". The remote party call retrieve is only reported for group or enterprise calls in a stand-alone application. In addition, if the call is already held locally, then the remote party call retrieved is not reported.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>ffe89c56-57f3-445b-aa4c-9cb6c558de57</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  c13c9c7b-de6f-4e30-8fc4-784ecb74eca4</xsi:subscriptionId>
  <xsi:channelId>
  f63b07e0-445f-4bca-8311-ab305cf5402e</xsi:channelId>
  <xsi:targetId>subscriberS2@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallRetrievedEvent">
    <xsi:call>
      <xsi:callId>callhalf-63879:0</xsi:callId>
      <xsi:extTrackingId>536:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS3FirstName
        subscriberS3LastName</xsi:name>
        <xsi:address>tel:1013</xsi:address>
        <xsi:userId>subscriberS3@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001013;ext=1013</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001012@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271798055993</xsi:startTime>
      <xsi:answerTime>1271798058313</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.7 CallUpdatedEvent

A *CallUpdatedEvent* is generated when call attributes are modified and the call state is not modified. Examples of these updates are changes to remote party information, changes to the local endpoint, and changes to personality. A change to a local endpoint occurs when a subscriber has multiple access endpoints and performs a Call Retrieve from a phone, and then the *AccessEndpoint* is modified. A change to personality occurs during a Directed Call Pickup with Barge-in.

As a result, a remote application must inspect the fields in the *CallUpdatedEvent* to determine if a change occurred since the last notification.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>949dbf49-ef1f-4175-974a-e1ffb6039f03</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  9475a584-7db6-4d47-a2aa-1ca7b10e5e91</xsi:subscriptionId>
  <xsi:channelId>
  0624d2ee-bf0b-4103-8d17-32dcb766ff8c</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallUpdatedEvent">
    <xsi:call>
      <xsi:callId>callhalf-89339:0</xsi:callId>
      <xsi:extTrackingId>23:1</xsi:extTrackingId>
      <xsi:personality>Click-to-Dial</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:*98</xsi:address>
        <xsi:callType>Unknown</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:allowAnswer />
      <xsi:startTime>1271950897182</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.8 CallRedirectedEvent

A *CallRedirectedEvent* is event is generated when one or more calls are redirected by the subscriber. The event includes the redirection reason that indicates the type of redirection (for example, Simultaneous Ringing, Call Forwarding Always, or Blind Transfer). The call state is set to "Detached".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>2ac1819a-de17-486d-8b06-dd0422c7359f</xsi:eventID>
  <xsi:sequenceNumber>9</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  b3240ceb-9a4e-4fef-9e30-848817930dd3</xsi:subscriptionId>
  <xsi:channelId>
  f63b07e0-445f-4bca-8311-ab305cf5402e</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallRedirectedEvent">
    <xsi:calls>
      <xsi:call>
        <xsi:callId>callhalf-63883:0</xsi:callId>
        <xsi:extTrackingId>536:1</xsi:extTrackingId>
        <xsi:personality>Terminator</xsi:personality>
        <xsi:state>Held</xsi:state>
        <xsi:remoteParty>
          <xsi:name>subscriberS2FirstName
          subscriberS2LastName</xsi:name>
          <xsi:address>tel:1012</xsi:address>
          <xsi:userId>subscriberS2@broadsoft.com</xsi:userId>
          <xsi:userDN countryCode="1">
          tel:+15006001012;ext=1012</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:redirect>
          <xsi:address>tel:1013</xsi:address>
          <xsi:reason>transfer</xsi:reason>
          <xsi:redirectTime>1271798576165</xsi:redirectTime>
        </xsi:redirect>
        <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
          <xsi:addressOfRecord>
          5006001011@broadsoft.com</xsi:addressOfRecord>
        </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:allowRetrieve />
        <xsi:startTime>1271798055993</xsi:startTime>
```


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```
        <xsi:answerTime>1271798058313</xsi:answerTime>
        <xsi:heldTime>1271798113802</xsi:heldTime>
      </xsi:call>
      <xsi:call>
        <xsi:callId>callhalf-63883:1</xsi:callId>
        <xsi:extTrackingId>536:1</xsi:extTrackingId>
        <xsi:personality>Terminator</xsi:personality>
        <xsi:state>Detached</xsi:state>
        <xsi:remoteParty>
          <xsi:name>subscriberS3FirstName
          subscriberS3LastName</xsi:name>
          <xsi:address>tel:1013</xsi:address>
          <xsi:userId>subscriberS3@broadsoft.com</xsi:userId>
          <xsi:userDN countryCode="1">
          tel:+15006001013;ext=1013</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:redirect>
          <xsi:address>tel:1012</xsi:address>
          <xsi:reason>transfer</xsi:reason>
          <xsi:redirectTime>1271798576165</xsi:redirectTime>

        </xsi:redirect>

        <xsi:endpoint xsi1:type="xsi:AccessEndpoint">

          <xsi:addressOfRecord>
          5006001011@broadsoft.com</xsi:addressOfRecord>
        </xsi:endpoint>

        <xsi:startTime>1271798112635</xsi:startTime>

        <xsi:answerTime>1271798114251</xsi:answerTime>
        <xsi:detachedTime>1271798576166</xsi:detachedTime>
      </xsi:call>
    </xsi:calls>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.9 Call Transferred

A *CallTransferredEvent* is generated when a call is transferred by a remote party, resulting in a call state or *externalTrackingId* change. This event is only generated for group or enterprise call redirections. For a transfer with consultation, the *extTrackingId* and *personality* are modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>2f4ddc49-ebf6-4abc-81d6-f35f5728cbf3</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  c13c9c7b-de6f-4e30-8fc4-784ecb74eca4</xsi:subscriptionId>
  <xsi:channelId>
  f63b07e0-445f-4bca-8311-ab305cf5402e</xsi:channelId>
  <xsi:targetId>subscriberS2@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallTransferredEvent">
    <xsi:call>
      <xsi:callId>callhalf-63879:0</xsi:callId>
      <xsi:extTrackingId>536:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Remote Held</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS3FirstName
        subscriberS3LastName</xsi:name>
        <xsi:address>tel:1013</xsi:address>
        <xsi:userId>subscriberS3@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001013;ext=1013</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001012@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271798055993</xsi:startTime>
      <xsi:answerTime>1271798058313</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.10 CallReleasingEvent

A CallReleasingEvent is generated when a call is connecting to a treatment. The call is eventually released when the treatment finishes playing or when the subscriber hangs up. The release cause is set to the appropriate value. The address element of the *remoteParty* is set to the dialed digits.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>0dbc6361-ec82-45ff-bc78-33c9112ae4c4</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  af69b323-01a0-4bdd-86c2-3283559da973</xsi:subscriptionId>
  <xsi:channelId>
  06b47983-554d-49fa-8010-a43c55851094</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallReleasingEvent">
    <xsi:call>
      <xsi:callId>callhalf-14969:0</xsi:callId>
      <xsi:extTrackingId>447:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:releaseCause>
        <xsi:internalReleaseCause>User Not
        Found</xsi:internalReleaseCause>
        <xsi:cdrTerminationCause>111</xsi:cdrTerminationCause>
      </xsi:releaseCause>
      <xsi:remoteParty>
        <xsi:address>tel:10</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271279652256</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.11 CallReleasedEvent

A *CallReleasedEvent* is generated when a call is released, by either the subscriber or the remote party. The event is also generated when the dial request is aborted without the subscriber going off-hook. The call state is "Released" and the release cause is set.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>79e9706f-676a-4ffd-b24b-dd1ab1f39c41</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  cfb45092-433c-49cf-852c-337ae8f2bcdc</xsi:subscriptionId>
  <xsi:channelId>
  116f5d24-7756-4517-8276-c9a69a2cadbf</xsi:channelId>
  <xsi:targetId>subscriberS2@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallReleasedEvent">
    <xsi:call>
      <xsi:callId>callhalf-11403:0</xsi:callId>
      <xsi:extTrackingId>26:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Released</xsi:state>
      <xsi:releasingParty>remoteRelease</xsi:releasingParty>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
        subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001012@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:startTime>1271267126217</xsi:startTime>
      <xsi:answerTime>1271267126953</xsi:answerTime>
      <xsi:releaseTime>1271269018907</xsi:releaseTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.12 CallCollectingEvent

A *CallCollectingEvent* is generated when BroadWorks needs to collect information by interacting with a subscriber. This event generated in the following two cases:

- When programming a service through a feature access code. This occurs for instance when a subscriber activates Call Forwarding Always.
- When BroadWorks requires some information before calling the remote party. This happens for instance when a subscriber invoke the Calling Line ID Blocking service before dialing. This can also happen when BroadWorks require an authentication or accounting code before calling the remote party. Note that in these cases, the *CallCollectingEvent* is not generated if the service activation precedes the setup of a call and the destination is already known from the dialed digits.

The *callId* and *externalTrackingId* are generated when the call is established with BroadWorks and included in the event. The call state is "Active" and the personality is "Originator". The address element of the *remoteParty* is set to the dialed digits.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>f381f0be-b25e-4552-b102-d6e60a74f4d4</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  4bea32d2-5ddb-415e-a218-8f975d44c57d</xsi:subscriptionId>
  <xsi:channelId>
  b55a2261-5d10-4a46-b0a1-cc6f63c2ec5b</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallCollectingEvent">
    <xsi:call>
      <xsi:callId>callhalf-73893:0</xsi:callId>
      <xsi:extTrackingId>24:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:address>tel:*69</xsi:address>
        <xsi:callType>Unknown</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271859657027</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.13 CallPickedUpEvent

A *CallPickedUpEvent* is generated when a call is picked up as a result of a Directed Call Pickup or Directed Call Pickup with Barge-in where the call state was "Alerting". The event is generated against the subscriber for which the call is picked up. The new *externalTrackingId* is reported in this event. The call state is "Alerting".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>0b5bcb5c-fc1a-4c2f-84f2-c56126635f90</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  462c460e-3517-467d-8462-47093a6604f4</xsi:subscriptionId>
  <xsi:channelId>
  0624d2ee-bf0b-4103-8d17-32dcb766ff8c</xsi:channelId>
  <xsi:targetId>subscriberS3@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallPickedUpEvent">
    <xsi:call>
      <xsi:callId>callhalf-89327:0</xsi:callId>
      <xsi:extTrackingId>23:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Alerting</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
        subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001013@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271950879175</xsi:startTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.14 CallBargedInEvent

A *CallBargedInEvent* is generated when a call is conferenced in as a result of a Directed Call Pickup with Barge-in. The event is generated against the subscriber for which the call has been barged in. The new *externalTrackingId* is reported in this event. The call state is either "Active" or "Held".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>457c33cf-547c-492c-9851-b59706626395</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  dfa0649f-331a-4a95-a0fe-4f4f528f0b9d</xsi:subscriptionId>
  <xsi:channelId>
  b62257b5-48b4-42c2-ad57-ffdc2182a3ca</xsi:channelId>
  <xsi:targetId>subscriberS2@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallBargedInEvent">
    <xsi:call>
      <xsi:callId>callhalf-75553:0</xsi:callId>
      <xsi:extTrackingId>59:1</xsi:extTrackingId>
      <xsi:personality>Terminator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>subscriberS1FirstName
        subscriberS1LastName</xsi:name>
        <xsi:address>tel:1011</xsi:address>
        <xsi:userId>subscriberS1@broadsoft.com</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15006001011;ext=1011</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001012@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1271870620175</xsi:startTime>
      <xsi:answerTime>1271870620175</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.15 CallMonitoredEvent

A *CallMonitoredEvent* is generated when a call is monitored as a result of a Monitor Call or Monitor Next Call. The new *externalTrackingId* is reported in this event. The call state is "Active".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
      <xsi:eventID>17b03e1b-7499-478f-b045-
7d5fe34fbb75</xsi:eventID>
      <xsi:sequenceNumber>4</xsi:sequenceNumber>
      <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>

<xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
      <xsi:subscriptionId>085c0648-f286-4027-b107-
3ee2a52fc548</xsi:subscriptionId>
      <xsi:channelId>af04ad96-8218-48a8-abec-
8a3cbd215ae5</xsi:channelId>
      <xsi:targetId>agentA1@broadsoft.com</xsi:targetId>
      <xsi:eventData xsi1:type="xsi:CallMonitoredEvent">
        <xsi:call>
          <xsi:callId>callhalf-76977:0</xsi:callId>
          <xsi:extTrackingId>143:1</xsi:extTrackingId>
          <xsi:personality>Terminator</xsi:personality>
          <xsi:state>Active</xsi:state>
          <xsi:remoteParty>
            <xsi:name>subscriberS1FirstName
subscriberS1LastName</xsi:name>
            <xsi:address>tel:1011</xsi:address>
            <xsi:userId>subscriberS1@broadsoft.com</xsi:userId>
            <xsi:userDN
countryCode="1">tel:+15006001011;ext=1011</xsi:userDN>
            <xsi:callType>Group</xsi:callType>
          </xsi:remoteParty>
          <xsi:endpoint xsi1:type="xsi:AccessEndpoint">

<xsi:addressOfRecord>5006001020@broadsoft.com</xsi:addressOfRecord>
          </xsi:endpoint>
          <xsi:appearance>1</xsi:appearance>
          <xsi:startTime>1271876443442</xsi:startTime>
          <xsi:answerTime>1271876443442</xsi:answerTime>
        </xsi:call>
      </xsi:eventData>
    </xsi:Event>
```


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4.7.1.1.16 CallForwarded

A *CallForwarded* event is generated when a call is forwarded as a result of the application of a BroadWorks service (for example, Call Forwarding Always). The call state is "Alerting" and the personality is "Originator". The *remoteParty* value depends on the service assigned to the subscriber as follows:

- If the subscriber has the Connected Line Identification Presentation assigned, then the *remoteParty* specifies where the call was redirected.
- If the subscriber does not have the Connected Line Identification Presentation assigned, then the *remoteParty* specifies the destination initially dialed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
      <xsi:eventID>6f9a54c1-8743-4c9b-be19-
df8d2c2687fe</xsi:eventID>
      <xsi:sequenceNumber>3</xsi:sequenceNumber>
      <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>

<xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
      <xsi:subscriptionId>565d954d-9c5d-4ec9-8f0a-
88e9b3aa5136</xsi:subscriptionId>
      <xsi:channelId>2809487c-4a23-4f43-af28-
c5dccdbf1267</xsi:channelId>
      <xsi:targetId>subscriberS2@broadsoft.com</xsi:targetId>
      <xsi:eventData xsi1:type="xsi:CallForwardedEvent">
        <xsi:call>
          <xsi:callId>callhalf-12695:0</xsi:callId>
          <xsi:extTrackingId>150:1</xsi:extTrackingId>
          <xsi:personality>Originator</xsi:personality>
          <xsi:state>Alerting</xsi:state>
          <xsi:remoteParty>
            <xsi:name>subscriberS3FirstName
subscriberS3LastName</xsi:name>
            <xsi:address>tel:1013</xsi:address>
            <xsi:userId>subscriberS3@broadsoft.com</xsi:userId>
            <xsi:userDN
countryCode="1">tel:+15006001013;ext=1013</xsi:userDN>
            <xsi:callType>Group</xsi:callType>
          </xsi:remoteParty>
          <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
            <xsi:addressOfRecord>5006001012@broadsoft.com
            -</xsi:addressOfRecord>
          </xsi:endpoint>
          <xsi:appearance>1</xsi:appearance>
          <xsi:startTime>1271277128598</xsi:startTime>
        </xsi:call>
      </xsi:eventData>
    </xsi:Event>
```


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4.7.1.1.17 CallParkRetrieved

A *CallParkRetrieved* event is generated when a parked call is retrieved. The event is generated against the subscriber for which the call was parked and now retrieved. The new *externalTrackingId* is reported in this event.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>343499f3-455f-4e85-87e8-3dcbd84b3536</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  e747a753-c250-4260-a7c1-6c9634f257ed</xsi:subscriptionId>
  <xsi:channelId>
  c754b4a2-7c5e-49a3-b6d7-3ff6e06ebb1e</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallParkRetrievedEvent">
    <xsi:call>
      <xsi:callId>callhalf-69:0</xsi:callId>
      <xsi:extTrackingId>13:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Active</xsi:state>
      <xsi:remoteParty>
        <xsi:name>john2 south</xsi:name>
        <xsi:address>tel:602</xsi:address>
        <xsi:userId>south02@mtlasdev87.net</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15146987602;ext=602</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5146987603@mtlasdev87.net</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>1</xsi:appearance>
      <xsi:startTime>1292355282325</xsi:startTime>
      <xsi:answerTime>1292355283511</xsi:answerTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.1.18 CallSubscription

The *CallSubscription* event is issued immediately after a subscription is added or refreshed, provided that the subscription target is not a collection of subscribers (for example, a group) and that contact was registered with the subscription.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>083d2b5a-6d83-4847-a63e-593980ab04d0</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>

<xsi:externalApplicationId>com.broadsoft.remoteapp.routepoint.sg</x
si:externalApplicationId>
  <xsi:subscriptionId>2da63711-46c0-403a-a7c8-
359d0fb9ffa6</xsi:subscriptionId>
  <xsi:channelId>875652dd-a09f-4dc9-a5d5-
53d480d30531</xsi:channelId>
  <xsi:targetId>south02@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallSubscriptionEvent">
    <xsi:calls>
      <xsi:call>
        <xsi:callId>callhalf-2427:0</xsi:callId>
        <xsi:extTrackingId>4:1</xsi:extTrackingId>
        <xsi:personality>Terminator</xsi:personality>
        <xsi:state>Active</xsi:state>
        <xsi:remoteParty>
          <xsi:name>john3 south</xsi:name>
          <xsi:address>tel:603</xsi:address>
          <xsi:userId>south03@mtlasdev87.net</xsi:userId>
          <xsi:userDN
countryCode="1">tel:+15146987603;ext=603</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:endpoint xsi1:type="xsi:AccessEndpoint">

<xsi:addressOfRecord>5146987602@mtlasdev87.net</xsi:addressOfRecord
>
        </xsi:endpoint>
        <xsi:appearance>1</xsi:appearance>
        <xsi:startTime>1292254494886</xsi:startTime>
        <xsi:answerTime>1292254496345</xsi:answerTime>
      </xsi:call>
    </xsi:calls>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2 Conference Events

The following subsections provide detailed information for all available conference event types as follows:

- ConferenceStartedEvent
- ConferenceHeldEvent
- ConferenceRetrievedEvent
- ConferenceUpdatedEvent
- ConferenceReleasedEvent
- ConferenceCallMutedEvent
- ConferenceCallUnmutedEvent
- ConferenceCallMadeDeafEvent
- ConferenceCallMadeUndeafEvent

4.7.1.2.1 ConferenceStartedEvent

A *ConferenceStartedEvent* is generated when a conference is started. The conference state is “Active”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>542100ce-e2f5-4e21-8a76-53c86d97c9fd</xsi:eventID>
  <xsi:sequenceNumber>44</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  66c6e8e4-090b-4be7-b2b7-32f507625eed</xsi:subscriptionId>
  <xsi:channelId>
  b62257b5-48b4-42c2-ad57-ffdc2182a3ca</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceStartedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-75923:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-75923:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
```


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```
</xsi:Event>
```

4.7.1.2.2 ConferenceHeldEvent

A *ConferenceHeldEvent* is generated when the conference is put on hold. The conference state is "Held".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e4608d7c-1154-4e52-afc4-dc07ac382e81</xsi:eventID>
  <xsi:sequenceNumber>13</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  baae6a39-cf9f-4420-91a4-8dd734248176</xsi:subscriptionId>
  <xsi:channelId>
  d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceHeldEvent">
    <xsi:conference>
      <xsi:state>Held</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2.3 ConferenceRetrievedEvent

A *ConferenceRetrievedEvent* is generated when the conference is retrieved from hold. The conference state is “Active”.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>ced79306-2fcb-4140-a264-8792e526cfd5</xsi:eventID>
  <xsi:sequenceNumber>14</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  baae6a39-cf9f-4420-91a4-8dd734248176</xsi:subscriptionId>
  <xsi:channelId>
  d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceRetrievedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24131:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2.4 ConferenceUpdatedEvent

A *ConferenceUpdatedEvent* is generated when conference elements are modified and the conference state is not modified. Examples of these updates are changes to the local endpoint, adding a participant, or removing a participant. A change to a local endpoint occurs when a subscriber performs a Call Retrieve from a phone and then the *AccessEndpoint* is expected to be modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>3dc68d4e-468f-4e9e-8dec-f5d152734905</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  4fb8ba19-a2bc-4dd2-abc2-3fcd56c492a4</xsi:subscriptionId>
  <xsi:channelId>
  115a6437-74d8-4348-9145-3dabff3c2b1a</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceUpdatedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24423:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24423:1</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-24423:8</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2.5 ConferenceReleasedEvent

The *ConferenceReleasedEvent* is generated when the conference is released. The conference state is "Released".

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>cd330db8-3b1c-4dc3-8df4-39208b499f6f</xsi:eventID>
  <xsi:sequenceNumber>28</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  de44fd4b-216a-41ee-a4c8-1df3c7076760</xsi:subscriptionId>
  <xsi:channelId>
  2a17a4d9-02b3-4d0f-bc41-58ac8c1937fa</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceReleasedEvent">
    <xsi:conference>
      <xsi:state>Released</xsi:state>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2.6 ConferenceCallMutedEvent

A *ConferenceCallMutedEvent* is generated when a call is muted through a Conference Mute Call request.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>87d93632-12ab-42fd-b0ed-a569ea3d85e8</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
  d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceCallMutedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
          <xsi:muted />
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2.7 ConferenceCallUnmutedEvent

A *ConferenceCallUnmutedEvent* is generated when a call is no longer muted through a Conference UnMute Call request.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>80ee175c-be9e-48bc-be51-d89a6c339a48</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
  d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceCallUnMutedEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2.8 ConferenceCallMadeDeafEvent

A *ConferenceCallMadeDeafEvent* is generated when a call is made deaf through a Conference Deaf Call request.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>691af518-0ab3-462d-a724-6dabadfa70be</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
  d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceCallMadeDeafEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
          <xsi:deaf />
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.1.2.9 ConferenceCallMadeUndeafEvent

A *ConferenceCallMadeUndeafEvent* is generated when a call is no longer deaf through a Conference Undeaf call.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>df87802e-119b-439f-b220-d2178c7eb74b</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  5c43fc11-ca31-4142-9756-ff8559c4eb9d</xsi:subscriptionId>
  <xsi:channelId>
  d7de7b9b-6335-441a-aba6-b2d7dbd4dc74</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ConferenceCallMadeUnDeafEvent">
    <xsi:conference>
      <xsi:state>Active</xsi:state>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5006001011@broadsoft.com</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:appearance>2</xsi:appearance>
      <xsi:conferenceParticipantList>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
        </xsi:conferenceParticipant>
        <xsi:conferenceParticipant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
        </xsi:conferenceParticipant>
      </xsi:conferenceParticipantList>
    </xsi:conference>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2 Route Point Events

A Route Point event is an event that reports a change associated with a call maintained in a Route Point queue. Route Point events are generated when subscribing to the Route Point Queue event package.

The following subsections provide detailed information for all available Route Point event types as follows:

- RoutePointCallAddedEvent
- RoutePointCallOfferedtoAgentEvent
- RoutePointCallAnsweredbyAgentEvent
- RoutePointCallAbandonedEvent
- RoutePointCallOverflowedEvent
- RoutePointCallTransferredEvent
- RoutePointCallUpdatedEvent
- RoutePointCallBouncedEvent
- RoutePointCallForwardedEvent
- RoutePointCallReleasedEvent
- RoutePointCallFailedEvent
- RoutePointOutgoingCallOriginatedEvent
- RoutePointOutgoingCallAnsweredEvent
- RoutePointTreatmentStartedEvent
- RoutePointTreatmentCompletedEvent
- RoutePointMOHStartedEvent
- RoutePointMOHCompletedEvent
- RoutePointRingbackStartedEvent
- RoutePointRingbackCompletedEvent
- RoutePointBusyStartedEvent
- RoutePointBusyCompletedEvent
- RoutePointSilenceStartedEvent
- RoutePointSilenceCompletedEvent
- RoutePointWhisperStartedEvent
- RoutePointFailedEvent
- RoutePointRecoveredEvent
- RoutePointSubscriptionEvent

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4.7.2.1 RoutePointCallAddedEvent

A *RoutePointCallAddedEvent* is generated when a new call is added to a Route Point queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>1e080356-2c5a-45b9-89b1-70b9fc1a29ac</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>
  <xsi:channelId>
  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallAddedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.2 RoutePointCallOfferedtoAgentEvent

A *RoutePointCallOfferedEvent* is generated when a remote application transfers a call from a Route Point queue to an agent. This event indicates that the call is offered to the agent but remains in the queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>cb322733-3243-402d-bc0c-5ca8fafdfba7</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>
  <xsi:channelId>
  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallOfferedToAgentEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.3 RoutePointCallAnsweredByAgentEvent

A *RoutePointCallAnsweredByAgentEvent* is generated after a call has been offered to an agent, the agent has decided to accept the call, and the call has been removed from the queue. The *removeTime* element is set to the time when the call was removed from the queue (that is, answered by an agent).

Note, that if a whisper message is played to the agent, then this event is generated at the end of the whisper message.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e41f8466-13a7-4f8f-ad37-ceea24351948</xsi:eventID>
  <xsi:sequenceNumber>9</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>
  <xsi:channelId>
  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData
xsi1:type="xsi:RoutePointCallAnsweredByAgentEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:removeTime>1271449549576</xsi:removeTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
      <xsi:answeringUserId>
      agentA1@broadsoft.com</xsi:answeringUserId>
      <xsi:answeringCallId>callhalf-31175:0</xsi:answeringCallId>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.4 RoutePointCallAbandonedEvent

A *RoutePointCallAbandonedEvent* is generated after a call is released by a remote party while being in the Route Point queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>41dd7c1d-6369-448b-b36c-d166990ac26c</xsi:eventID>
  <xsi:sequenceNumber>18</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  51cd2322-df6b-4249-b33d-a9927fe984d7</xsi:subscriptionId>
  <xsi:channelId>
  cdc704c3-3f89-4b3b-bccc-10ba0abe29ad</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallAbandonedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-30337:0</xsi:callId>
      <xsi:extTrackingId>312:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271443969817</xsi:addTime>
      <xsi:removeTime>1271444140325</xsi:removeTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.5 RoutePointCallOverflowedEvent

A *RoutePointCallOverflowedEvent* is generated after a call is marked as “overflow”. The *overFlowReason* specifies the cause of the overflow.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>5539b571-3d2f-49a9-b555-8f7f91904aad</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  42e520bf-51f1-4c89-9a35-851009bcc847</xsi:subscriptionId>
  <xsi:channelId>
  c35e8826-85b6-4088-abd2-2ca7716943ed</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallOverflowedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31629:0</xsi:callId>
      <xsi:extTrackingId>427:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271452711590</xsi:addTime>
      <xsi:removeTime>1271452721598</xsi:removeTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
    <xsi:overFlowReason>time</xsi:overFlowReason>
    <xsi:redirect>
      <xsi:address>tel:1025</xsi:address>
      <xsi:reason>deflection</xsi:reason>
      <xsi:redirectTime>1271452721616</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.6 RoutePointCallTransferred

The *RoutePointCallTransferredEvent* is generated when the remote application performs a blind transfer against a call queued in a Route Point.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>fb9a4fc1-d056-442c-b244-45cfba9f618b</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  16fb2483-7651-4067-b0a4-807b5f854d6d</xsi:subscriptionId>
  <xsi:channelId>
  5bdbfbf2-038f-4c64-9032-672ee914f69b</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallTransferredEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-29713:0</xsi:callId>
      <xsi:extTrackingId>252:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271439887783</xsi:addTime>
      <xsi:removeTime>1271439923771</xsi:removeTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
    <xsi:redirect>
      <xsi:address>tel:5006001011</xsi:address>
      <xsi:reason>deflection</xsi:reason>
      <xsi:redirectTime>1271439923771</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.7 RoutePointCallUpdatedEvent

A *RoutePointCallUpdatedEvent* is generated in the following cases:

- When the *extTrackingId* has been changed, (this can happen following a consultation transfer).
- When the call progress detection (CPD) result is available for an outgoing dial.
- When the remote party information has been modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>7adb60f5-da38-42ba-b2a5-fbb609289ff6</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  55c1b1bf-93ac-4bb7-a18e-2e2d31e57e82</xsi:subscriptionId>
  <xsi:channelId>
  4bfbfdd1-e992-49c2-ad2d-764c282b7db8</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallUpdatedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-77621:0</xsi:callId>
      <xsi:extTrackingId>175:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN2FirstName NetworkN2LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003334</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271879264315</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
    <xsi:reason>Call Transferred</xsi:reason>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.8 RoutePointCallBouncedEvent

A *RoutePointCallBouncedEvent* is generated after a call is bounced. The event reports that the call has been bounced by adding the bounced element to the *queueEntry* in the event. This element is maintained in all future events until the call is removed from the Route Point queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>eba9df6a-2ca1-49a6-b5ae-19b614ce104c</xsi:eventID>
  <xsi:sequenceNumber>15</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  51cd2322-df6b-4249-b33d-a9927fe984d7</xsi:subscriptionId>
  <xsi:channelId>
  cdc704c3-3f89-4b3b-bccc-10ba0abe29ad</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallBouncedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-30337:0</xsi:callId>
      <xsi:extTrackingId>312:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271443969817</xsi:addTime>
      <xsi:bounced/>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.9 RoutePointCallForwardedEvent

A *RoutePointCallForwardedEvent* is generated when a call is forwarded following the application of the Forced Forwarding policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>56a625ea-45a4-4e50-a741-6061d35f8ada</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  5f496571-8177-4257-b303-b14909ae4966</xsi:subscriptionId>
  <xsi:channelId>
  9488b2a7-abb4-4dd3-b0f4-0ea7ea4ce0e2</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallForwardedEvent">
    <xsi:callId>callhalf-78933:0</xsi:callId>
    <xsi:extTrackingId>303:1</xsi:extTrackingId>
    <xsi:routePointName>RoutePointName</xsi:routePointName>
    <xsi:routePointNumber countryCode="1">
    tel:+15006001030</xsi:routePointNumber>
    <xsi:remoteParty>
      <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
      <xsi:address countryCode="1">tel:+15007003333</xsi:address>
      <xsi:callType>Network</xsi:callType>
    </xsi:remoteParty>
    <xsi:redirect>
      <xsi:address>tel:1011</xsi:address>
      <xsi:reason>deflection</xsi:reason>
      <xsi:redirectTime>1271882708100</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.10 RoutePointCallReleasedEvent

A *RoutePointCallReleasedEvent* is generated in the following two cases:

- Following a Route Point Release Call request.
- When an outgoing call is released during the call setup, in which case the call progress detection (CPD) result is provided (if available).

The *removeTime* is set to the time the call was released.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>48fc51b0-3332-4e00-a162-2a9c1960b8ae</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  33df61df-ae00-4494-96c5-72f5faa07653</xsi:subscriptionId>
  <xsi:channelId>
  e4d4c6c1-611b-4d4a-a00f-127fbca994bf</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallReleasedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-30871:0</xsi:callId>
      <xsi:extTrackingId>360:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271446626899</xsi:addTime>
      <xsi:removeTime>1271446701922</xsi:removeTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.11 RoutePointCallFailedEvent

A *RoutePointCallFailedEvent* is generated in the following two cases:

- When the Route Point per call failure policy is triggered. This can happen for instance if no request is received for a call within the configurable time period after being added to the queue.
- When the Route Point failure policy is triggered. This can happen for instance when a remote application sends a Route Point Fail request and a call is queued at the Route Point. This can also occur when a call is received for a failed Route Point.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>40ecabfd-e007-4599-8c2e-decd1fffd651</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  42e520bf-51f1-4c89-9a35-851009bcc847</xsi:subscriptionId>
  <xsi:channelId>
  c35e8826-85b6-4088-abd2-2ca7716943ed</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointCallFailedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31515:0</xsi:callId>
      <xsi:extTrackingId>417:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271451627658</xsi:addTime>
      <xsi:removeTime>1271451651839</xsi:removeTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
    <xsi:failureReason>CallFailureRequested</xsi:failureReason>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.12 RoutePointOutgoingCallOriginatedEvent

A *RoutePointOutgoingCallOriginatedEvent* is generated when a call is being originated following an Outgoing Dial action but before the call is added to the Route Point queue. The *outgoingCall* element is present to mark the call permanently as an outbound call.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>02b4d14d-5355-40fc-8e12-52fff7b9c0cb</xsi:eventID>
  <xsi:sequenceNumber>19</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  99e6fd92-02b3-45e9-9ef5-5a963dba68a7</xsi:subscriptionId>
  <xsi:channelId>
  d0b58538-045a-4afc-8fe3-51ad1d418cd3</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData
xsi1:type="xsi:RoutePointOutgoingCallOriginatedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-46773:0</xsi:callId>
      <xsi:extTrackingId>627:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271682060161</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
      <xsi:outgoingCall />
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.13 RoutePointOutgoingCallAnsweredEvent

A *RoutePointOutgoingCallAnsweredEvent* is generated when a call is answered by the remote destination. The *OutgoingCallAnswerTime* is set to the time the call was answered.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>00591533-1e98-412a-ae58-571ee4d8ad7f</xsi:eventID>
  <xsi:sequenceNumber>20</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  99e6fd92-02b3-45e9-9ef5-5a963dba68a7</xsi:subscriptionId>
  <xsi:channelId>
  d0b58538-045a-4afc-8fe3-51ad1d418cd3</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData
xsi1:type="xsi:RoutePointOutgoingCallAnsweredEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-46773:0</xsi:callId>
      <xsi:extTrackingId>627:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271682060161</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
      <xsi:outgoingCall />
      <xsi:outgoingCallAnswerTime>
      1271682062229</xsi:outgoingCallAnswerTime>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.14 RoutePointSubscriptionEvent

A *RoutePointSubscriptionEvent* is generated immediately after a subscription is added or refreshed, provided that the subscription target is not a collection of subscribers (for example, a group) and that contacts were registered with the subscription.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>c00e01a6-01a1-4d3a-89fe-242399e63cd1</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3b1d8c3d-7b03-4f0a-875a-d99418e64a1d</xsi:subscriptionId>
  <xsi:channelId>
  c754b4a2-7c5e-49a3-b6d7-3ff6e06ebb1e</xsi:channelId>
  <xsi:targetId>routepoint@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointSubscriptionEvent">
    <xsi:queueEntries>
      <xsi:queueEntry>
        <xsi:callId>callhalf-93:0</xsi:callId>
        <xsi:extTrackingId>18:1</xsi:extTrackingId>
        <xsi:remoteParty>
          <xsi:name>john3 south</xsi:name>
          <xsi:address>tel:603</xsi:address>
          <xsi:userId>south03@mtlasdev87.net</xsi:userId>
          <xsi:userDN countryCode="1">
          tel:+15146987603;ext=603</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:addTime>1292355490605</xsi:addTime>
        <xsi:routePointName>routepoint</xsi:routePointName>
        <xsi:routePointNumber countryCode="1">
        tel:+15146987612</xsi:routePointNumber>
      </xsi:queueEntry>
    </xsi:queueEntries>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.15 RoutePointHolidayPolicyAppliedEvent

A *RoutePointHolidayPolicyAppliedEvent* is generated when a call is treated according to the Holiday policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>4ad5f5c0-0ce6-4c6d-b9c3-bbe8eb883e8a</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  c09f2dee-32ab-4408-9ea9-cb9806331191</xsi:subscriptionId>
  <xsi:channelId>
  e89e1bb5-5223-4af1-849d-0e468ee9c07c</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData
xsi1:type="xsi:RoutePointHolidayPolicyAppliedEvent">
    <xsi:callId>callhalf-79297:0</xsi:callId>
    <xsi:extTrackingId>324:1</xsi:extTrackingId>
    <xsi:routePointName>RoutePointName</xsi:routePointName>
    <xsi:routePointNumber countryCode="1">
    tel:+15006001030</xsi:routePointNumber>
    <xsi:remoteParty>
      <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
      <xsi:address countryCode="1">tel:+15007003333</xsi:address>
      <xsi:callType>Network</xsi:callType>
    </xsi:remoteParty>
    <xsi:redirect>
      <xsi:address>tel:1011</xsi:address>
      <xsi:reason>deflection</xsi:reason>
      <xsi:redirectTime>1271884332716</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.16 RoutePointNightPolicyAppliedEvent

A *RoutePointNightPolicyAppliedEvent* is generated when a call is treated according to the Night policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>7e26c0d6-fe20-46f9-a1f9-183f17b6c101</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3b1d8c3d-7b03-4f0a-875a-d99418e64a1d</xsi:subscriptionId>
  <xsi:channelId>
  c754b4a2-7c5e-49a3-b6d7-3ff6e06ebb1e</xsi:channelId>
  <xsi:targetId>routepoint@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointNightPolicyAppliedEvent">
    <xsi:callId>callhalf-101:0</xsi:callId>
    <xsi:extTrackingId>19:1</xsi:extTrackingId>
    <xsi:routePointName>routepoint</xsi:routePointName>
    <xsi:routePointNumber countryCode="1">
    tel:+15146987612</xsi:routePointNumber>
    <xsi:remoteParty>
      <xsi:name>john3 south</xsi:name>
      <xsi:address>tel:603</xsi:address>
      <xsi:userId>south03@mtlasdev87.net</xsi:userId>
      <xsi:userDN countryCode="1">
      tel:+15146987603;ext=603</xsi:userDN>
      <xsi:callType>Group</xsi:callType>
    </xsi:remoteParty>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.17 RoutePointTreatmentStartedEvent

A *RoutePointTreatmentStartedEvent* is generated when a play treatment is started. The event specifies the *playCollectId* of the operation.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>68659f75-a31c-4864-b0dd-b8d57ab17dc0</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>
  <xsi:channelId>
  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointTreatmentStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
      <xsi:playCollectInfo>
        <xsi:playCollectId>0</xsi:playCollectId>
        <xsi:playCollectType>Treatment</xsi:playCollectType>
      </xsi:playCollectInfo>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.18 RoutePointTreatmentCompletedEvent

A *RoutePointTreatmentCompletedEvent* is generated when a play treatment is completed. The *playCollectResult* element contains the detail of the playback and DTMF data collection (if any) while the *queueEntry* identifies the call in the queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>51c08374-4e68-402c-8c64-178d42cd5e51</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>
  <xsi:channelId>
  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointTreatmentCompletedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
    <xsi:playCollectResult>
      <xsi:playCollectId>0</xsi:playCollectId>
      <xsi:completionReason>EOF</xsi:completionReason>
    </xsi:playCollectResult>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.19 RoutePointMOHStartedEvent

A *RoutePointMOHStartedEvent* is generated when a Music On Hold (MOH) treatment is started. The event specifies the *playCollectId* of the operation.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>24b2b5e1-3d0c-413a-8600-805cf75738b3</xsi:eventID>
  <xsi:sequenceNumber>16</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  51cd2322-df6b-4249-b33d-a9927fe984d7</xsi:subscriptionId>
  <xsi:channelId>
  cdc704c3-3f89-4b3b-bccc-10ba0abe29ad</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointMOHStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-30337:0</xsi:callId>
      <xsi:extTrackingId>312:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271443969817</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
      <xsi:playCollectInfo>
        <xsi:playCollectId>0</xsi:playCollectId>
        <xsi:playCollectType>MOH</xsi:playCollectType>
      </xsi:playCollectInfo>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.20 RoutePointMOHCompletedEvent

A *RoutePointMOHCompletedEvent* is generated when a play Music On Hold is completed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>d75ee47f-ec37-4362-98eb-20ee0a305140</xsi:eventID>
  <xsi:sequenceNumber>17</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  51cd2322-df6b-4249-b33d-a9927fe984d7</xsi:subscriptionId>
  <xsi:channelId>
  cdc704c3-3f89-4b3b-bccc-10ba0abe29ad</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointMOHCompletedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-30337:0</xsi:callId>
      <xsi:extTrackingId>312:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271443969817</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
    <xsi:playCollectResult>
      <xsi:playCollectId>0</xsi:playCollectId>
      <xsi:completionReason>EOF</xsi:completionReason>
    </xsi:playCollectResult>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.21 RoutePointRingbackStartedEvent

A *RoutePointRingbackStartedEvent* is generated when a ringback is started. The event specifies the *playCollectId* of the operation.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>db4bab43-d968-4a24-98f3-70a0fa0ab73e</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3b1d8c3d-7b03-4f0a-875a-d99418e64a1d</xsi:subscriptionId>
  <xsi:channelId>
  c754b4a2-7c5e-49a3-b6d7-3ff6e06ebb1e</xsi:channelId>
  <xsi:targetId>routepoint@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointRingbackStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-117:0</xsi:callId>
      <xsi:extTrackingId>21:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>john3 south</xsi:name>
        <xsi:address>tel:603</xsi:address>
        <xsi:userId>south03@mtlasdev87.net</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15146987603;ext=603</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1292355745517</xsi:addTime>
      <xsi:routePointName>routepoint</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15146987612</xsi:routePointNumber>
      <xsi:playCollectInfo>
        <xsi:playCollectId>0</xsi:playCollectId>
        <xsi:playCollectType>Ringback</xsi:playCollectType>
      </xsi:playCollectInfo>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.22 RoutePointRingbackCompletedEvent

A *RoutePointRingbackCompletedEvent* is generated when a play ringback is completed. The *playCollectResult* element contains the detail of the playback and DTMF data collection (if any) while the *queueEntry* identifies the call in the queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>ad7549e6-50ac-4934-ab7f-4b7324add063</xsi:eventID>
  <xsi:sequenceNumber>7</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3b1d8c3d-7b03-4f0a-875a-d99418e64a1d</xsi:subscriptionId>
  <xsi:channelId>
  c754b4a2-7c5e-49a3-b6d7-3ff6e06ebb1e</xsi:channelId>
  <xsi:targetId>routepoint@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointRingbackCompletedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-117:0</xsi:callId>
      <xsi:extTrackingId>21:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>john3 south</xsi:name>
        <xsi:address>tel:603</xsi:address>
        <xsi:userId>south03@mtlasdev87.net</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15146987603;ext=603</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1292355745517</xsi:addTime>
      <xsi:routePointName>routepoint</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15146987612</xsi:routePointNumber>
      <xsi:playCollectInfo>
        <xsi:playCollectId>1</xsi:playCollectId>
        <xsi:playCollectType>Silence</xsi:playCollectType>
      </xsi:playCollectInfo>
    </xsi:queueEntry>
    <xsi:playCollectResult>
      <xsi:playCollectId>0</xsi:playCollectId>
      <xsi:completionReason>
      Stopped-NewPlayCollect</xsi:completionReason>
    </xsi:playCollectResult>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.23 RoutePointBusyStartedEvent

A *RoutePointBusyStartedEvent* is generated when a busy treatment is started. The event specifies the *playCollectId* of the operation.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>b372980b-415f-4f59-8747-d6d23990b620</xsi:eventID>
  <xsi:sequenceNumber>10</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3b1d8c3d-7b03-4f0a-875a-d99418e64a1d</xsi:subscriptionId>
  <xsi:channelId>
  c754b4a2-7c5e-49a3-b6d7-3ff6e06ebb1e</xsi:channelId>
  <xsi:targetId>routepoint@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointBusyStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-117:0</xsi:callId>
      <xsi:extTrackingId>21:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>john3 south</xsi:name>
        <xsi:address>tel:603</xsi:address>
        <xsi:userId>south03@mtlasdev87.net</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15146987603;ext=603</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1292355745517</xsi:addTime>
      <xsi:routePointName>routepoint</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15146987612</xsi:routePointNumber>
      <xsi:playCollectInfo>
        <xsi:playCollectId>2</xsi:playCollectId>
        <xsi:playCollectType>Busy</xsi:playCollectType>
      </xsi:playCollectInfo>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.24 Route Point RoutePointBusyCompletedEvent

A *RoutePointBusyCompletedEvent* is generated when a play busy is completed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>4a185799-5d54-4b82-97dd-8657151ba58e</xsi:eventID>
  <xsi:sequenceNumber>11</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>com.broadsoft.remoteapp.routepoint.sg
  </xsi:externalApplicationId>
  <xsi:subscriptionId>3b1d8c3d-7b03-4f0a-875a-
d99418e64a1d</xsi:subscriptionId>
  <xsi:channelId>c754b4a2-7c5e-49a3-b6d7-
3ff6e06ebb1e</xsi:channelId>
  <xsi:targetId>routepoint@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointBusyCompletedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-117:0</xsi:callId>
      <xsi:extTrackingId>21:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>john3 south</xsi:name>
        <xsi:address>tel:603</xsi:address>
        <xsi:userId>south03@mtlasdev87.net</xsi:userId>
        <xsi:userDN
countryCode="1">tel:+15146987603;ext=603</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1292355745517</xsi:addTime>
      <xsi:routePointName>routepoint</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
        tel:+15146987612</xsi:routePointNumber>
      <xsi:playCollectInfo>
        <xsi:playCollectId>3</xsi:playCollectId>
        <xsi:playCollectType>Silence</xsi:playCollectType>
      </xsi:playCollectInfo>
    </xsi:queueEntry>
    <xsi:playCollectResult>
      <xsi:playCollectId>2</xsi:playCollectId>
      <xsi:completionReason>Stopped-NewPlayCollect
       </xsi:completionReason>
    </xsi:playCollectResult>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.25 RoutePointSilenceStartedEvent

A *RoutePointSilenceStartedEvent* is generated when a play silence is started. The event specifies the *playCollectId* of the operation.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>fad528a2-1c8c-4785-b32a-01b2915ea91b</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>

  <xsi:channelId>

  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointSilenceStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
      <xsi:playCollectInfo>

        <xsi:playCollectId>1</xsi:playCollectId>

        <xsi:playCollectType>Silence</xsi:playCollectType>

      </xsi:playCollectInfo>

    </xsi:queueEntry>

  </xsi:eventData>

</xsi:Event>
```


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4.7.2.26 RoutePointSilenceCompletedEvent

A *RoutePointSilenceCompletedEvent* is generated when a play silence is completed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>78fe6ed0-f32a-4952-bf66-1cf54eb475b5</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>
  <xsi:channelId>
  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointSilenceCompletedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
    </xsi:queueEntry>
    <xsi:playCollectResult>
      <xsi:playCollectId>1</xsi:playCollectId>
      <xsi:completionReason>EOF</xsi:completionReason>
    </xsi:playCollectResult>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.27 RoutePointWhisperStartedEvent

A *RoutePointWhisperStartedEvent* is generated when a whisper message is started.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>64fdc43f-6212-4a82-82b7-9f2de10a5b99</xsi:eventID>
  <xsi:sequenceNumber>8</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  645aa4dd-5388-472c-8d66-4da9ead72592</xsi:subscriptionId>
  <xsi:channelId>
  6f1400ca-b86d-4cfe-8b91-0aad6e9b7efa</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointWhisperStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-31157:0</xsi:callId>
      <xsi:extTrackingId>389:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271449361084</xsi:addTime>
      <xsi:routePointName>RoutePointName</xsi:routePointName>
      <xsi:routePointNumber countryCode="1">
      tel:+15006001030</xsi:routePointNumber>
      <xsi:answeringUserId>
      agentA1@broadsoft.com</xsi:answeringUserId>
      <xsi:answeringCallId>callhalf-31175:0</xsi:answeringCallId>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.2.28 RoutePointFailedEvent

A *RoutePointFailedEvent* is generated when a Route Point enters the “Failed” state.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e283fc20-a270-4941-8661-9db98c0304f4</xsi:eventID>
  <xsi:sequenceNumber>22</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  270a9775-87a0-4a30-8455-cb75e5c62ec2</xsi:subscriptionId>
  <xsi:channelId>
  a405e60d-087d-4fc4-82ac-4ae260b81f8d</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointFailedEvent">
    <xsi:stateChangeReason>ExternalRequest</xsi:stateChangeReason>
  </xsi:eventData>
</xsi:Event>
```

4.7.2.29 RoutePointRecoveredEvent

A *RoutePointRecoveredEvent* is generated when a Route Point enters the “Normal” state.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>4352ec41-d8da-44a1-8a95-621062314618</xsi:eventID>
  <xsi:sequenceNumber>25</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  270a9775-87a0-4a30-8455-cb75e5c62ec2</xsi:subscriptionId>
  <xsi:channelId>
  a405e60d-087d-4fc4-82ac-4ae260b81f8d</xsi:channelId>
  <xsi:targetId>RoutePoint@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RoutePointRecoveredEvent" />
</xsi:Event>
```


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4.7.3 Automatic Call Distribution Events

An Automatic Call Distribution (ACD) event is an event that reports a change associated with a call maintained in an ACD queue. ACD events are generated when subscribing to the Call Center Queue event package.

The following subsections provide detailed information for all the available ACD event types as follows:

- ACDCallAddedEvent
- ACDCallOfferedToAgentEvent
- ACDCallAnsweredByAgentEvent
- ACDCallAbandonedEvent
- ACDCallReleasedEvent
- ACDCallOverflowedEvent
- ACDCallTransferredEvent
- ACDCallUpdatedEvent
- ACDCallBouncedEvent
- ACDCallForwardedEvent
- ACDCallReorderedEvent
- ACDCallPromotedEvent
- ACDCallStrandedEvent
- ACDCallEscapedEvent
- ACDSubscription Event
- ACDHolidayPolicyAppliedEvent
- ACDNightPolicyAppliedEvent
- ACDWhisperStartedEvent

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4.7.3.1 ACDCallAddedEvent

An *ACDCallAddedEvent* is generated when a new call is added to the ACD queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>689984d9-3959-45ce-822b-9b37a963f653</xsi:eventID>
  <xsi:sequenceNumber>10</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  80208e52-c673-4041-a954-0a1d91b72802</xsi:subscriptionId>
  <xsi:channelId>
  5616863d-9336-4296-921a-1fb1fce69705</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallAddedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-53149:0</xsi:callId>
      <xsi:extTrackingId>90:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271711961291</xsi:addTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271711961291</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
    <xsi:position>1</xsi:position>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.2 ACDCallOfferedToAgentEvent

An *ACDCallOfferedToAgentEvent* is generated when the ACD transfers the call to an agent. This event indicates that the call is offered to the agent but remains in the queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>a167add9-0654-452c-8716-1d245903785d</xsi:eventID>
  <xsi:sequenceNumber>11</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  80208e52-c673-4041-a954-0a1d91b72802</xsi:subscriptionId>
  <xsi:channelId>
  5616863d-9336-4296-921a-1fb1fce69705</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallOfferedToAgentEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-53149:0</xsi:callId>
      <xsi:extTrackingId>90:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271711961291</xsi:addTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271711961291</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.3 ACDWhisperStartedEvent

An *ACDWhisperStartedEvent* is generated after a call has been offered to an agent, the agent has decided to accept the call, and the call has been removed from the queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>668babba-1865-4a8d-a1ff-77ece8f24886</xsi:eventID>
  <xsi:sequenceNumber>12</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  80208e52-c673-4041-a954-0a1d91b72802</xsi:subscriptionId>
  <xsi:channelId>
  5616863d-9336-4296-921a-1fb1fce69705</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDWhisperStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-53149:0</xsi:callId>
      <xsi:extTrackingId>90:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271711961291</xsi:addTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271711961291</xsi:addTimeInPriorityBucket>
      <xsi:answeringUserId>
      agentA1@broadsoft.com</xsi:answeringUserId>
      <xsi:answeringCallId>callhalf-53153:0</xsi:answeringCallId>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.4 ACDWhisperStartedEvent

An *ACDWhisperStartedEvent* is generated when a whisper message is started.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>668babba-1865-4a8d-a1ff-77ece8f24886</xsi:eventID>
  <xsi:sequenceNumber>12</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  80208e52-c673-4041-a954-0a1d91b72802</xsi:subscriptionId>
  <xsi:channelId>
  5616863d-9336-4296-921a-1fb1fce69705</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDWhisperStartedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-53149:0</xsi:callId>
      <xsi:extTrackingId>90:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271711961291</xsi:addTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271711961291</xsi:addTimeInPriorityBucket>
      <xsi:answeringUserId>
      agentA1@broadsoft.com</xsi:answeringUserId>
      <xsi:answeringCallId>callhalf-53153:0</xsi:answeringCallId>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.5 ACDCallOverflowedEvent

An *ACDCallOverflowedEvent* is generated after a call is marked as “overflowed”. The *overFlowReason* specifies the cause of the overflow.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>3e1f6a19-5861-41f5-9342-99d2d9fb9938</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  1f0bad27-2945-45c3-acfc-556e20b5d931</xsi:subscriptionId>
  <xsi:channelId>
  f4e45903-2b01-4cfc-86bd-56a73d674560</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallOverflowedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-53349:0</xsi:callId>
      <xsi:extTrackingId>103:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271713802660</xsi:addTime>
      <xsi:removeTime>1271713812670</xsi:removeTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271713802660</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
    <xsi:overflowReason>time</xsi:overflowReason>
    <xsi:redirect>
      <xsi:address>tel:1026</xsi:address>
      <xsi:reason>deflection</xsi:reason>
      <xsi:redirectTime>1271713812671</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.6 ACDCallAbandonedEvent

An *ACDCallAbandonedEvent* is generated after a call has been abandoned by a remote application (for example, a BroadWorks client).

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>996c7386-8ce8-4e4e-803d-993064a287c7</xsi:eventID>
  <xsi:sequenceNumber>28</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  80208e52-c673-4041-a954-0a1d91b72802</xsi:subscriptionId>
  <xsi:channelId>
  5616863d-9336-4296-921a-1fb1fce69705</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallAbandonedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-53197:0</xsi:callId>
      <xsi:extTrackingId>94:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271712495635</xsi:addTime>
      <xsi:removeTime>1271712593257</xsi:removeTime>
      <xsi:bounced />
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271712495635</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.7 ACDCallTransferredEvent

An *ACDCallTransferredEvent* is generated when a call is removed from a queue as it is transferred to a new destination following a blind transfer.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>d9eec76e-33c1-4de7-9e63-0b82d02b85cd</xsi:eventID>
  <xsi:sequenceNumber>15</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  fab8103d-d7b9-4be7-8cd2-8bc711e8d7ac</xsi:subscriptionId>
  <xsi:channelId>
  367062da-6573-461e-b5df-595734a68e00</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallTransferredEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-58225:0</xsi:callId>
      <xsi:extTrackingId>255:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271770544207</xsi:addTime>
      <xsi:removeTime>1271770576187</xsi:removeTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271770544207</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
    <xsi:redirect>
      <xsi:address>tel:6001011</xsi:address>
      <xsi:reason>transfer</xsi:reason>
      <xsi:redirectTime>1271770576187</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.8 ACDCallUpdatedEvent

An *ACDCallUpdatedEvent* is generated in any of the following cases:

- When the *extTrackingId* has been changed, this can happen for instance following a consultation transfer.
- When the remote party information has been modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>b0f9a450-9a29-4691-a3ec-6c8de2c277cd</xsi:eventID>
  <xsi:sequenceNumber>19</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  fab8103d-d7b9-4be7-8cd2-8bc711e8d7ac</xsi:subscriptionId>
  <xsi:channelId>
  367062da-6573-461e-b5df-595734a68e00</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallUpdatedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-58365:0</xsi:callId>
      <xsi:extTrackingId>262:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:address countryCode="1">tel:+17003334</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271771165048</xsi:addTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271771165048</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
    <xsi:reason>Call Transferred</xsi:reason>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.9 ACDCallBouncedEvent

An *ACDCallBouncedEvent* is generated after a call is bounced. When a call is bounced, the bounced parameter is added to the *queueEntry* reported in the event. This parameter is maintained in all future events until the call is finally removed from the ACD queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>6121ec09-20ef-401e-9265-dab6019dcff9</xsi:eventID>
  <xsi:sequenceNumber>27</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  80208e52-c673-4041-a954-0a1d91b72802</xsi:subscriptionId>
  <xsi:channelId>
  5616863d-9336-4296-921a-1fb1fce69705</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallBouncedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-53197:0</xsi:callId>
      <xsi:extTrackingId>94:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271712495635</xsi:addTime>
      <xsi:bounced />
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271712495635</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.10 ACDCallForwardedEvent

An *ACDCallForwardedEvent* is generated when a call is forwarded following the application of the Forced Forwarding policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>56a625ea-45a4-4e50-a741-6061d35f8ada</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  5f496571-8177-4257-b303-b14909ae4966</xsi:subscriptionId>
  <xsi:channelId>
  9488b2a7-abb4-4dd3-b0f4-0ea7ea4ce0e2</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallForwardedEvent">
    <xsi:callId>callhalf-78933:0</xsi:callId>
    <xsi:extTrackingId>332:1</xsi:extTrackingId>
    <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
    <xsi:acdNumber countryCode="1">tel:+15006001025</xsi:acdNumber>
    <xsi:remoteParty>
      <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
      <xsi:address countryCode="1">tel:+15007003333</xsi:address>
      <xsi:callType>Network</xsi:callType>
    </xsi:remoteParty>
    <xsi:redirect>
      <xsi:address>tel:1011</xsi:address>
      <xsi:reason>deflection</xsi:reason>
      <xsi:redirectTime>1271882708100</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.11 ACDCallReleasedEvent

An *ACDCallReleasedEvent* is generated following a released request.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>1b981150-1e11-40dd-b1f7-ab4279a351d7</xsi:eventID>
  <xsi:sequenceNumber>26</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  e747a753-c250-4260-a7c1-6c9634f257ed</xsi:subscriptionId>
  <xsi:channelId>
  2e8c0b90-1f6c-4023-bd14-ad8ec506f398</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallReleasedEvent">
    <xsi:call>
      <xsi:callId>callhalf-129:0</xsi:callId>
      <xsi:extTrackingId>22:1</xsi:extTrackingId>
      <xsi:personality>Originator</xsi:personality>
      <xsi:state>Released</xsi:state>
      <xsi:releasingParty>remoteRelease</xsi:releasingParty>
      <xsi:remoteParty>
        <xsi:name>callcenter callcenter</xsi:name>
        <xsi:address>tel:610</xsi:address>
        <xsi:userId>callcenter@mtlasdev87.net</xsi:userId>
        <xsi:userDN countryCode="1">
        tel:+15146987610;ext=610</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:remoteParty>
      <xsi:endpoint xsi1:type="xsi:AccessEndpoint">
        <xsi:addressOfRecord>
        5146987603@mtlasdev87.net</xsi:addressOfRecord>
      </xsi:endpoint>
      <xsi:startTime>1292357093018</xsi:startTime>
      <xsi:answerTime>1292357093055</xsi:answerTime>
      <xsi:releaseTime>1292357166976</xsi:releaseTime>
    </xsi:call>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.12 ACDCallReorderedEvent

An *ACDCallReorderedEvent* is generated when a call is reordered.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>101cfad3-1e41-45ed-a185-22aaa26fb078</xsi:eventID>
  <xsi:sequenceNumber>5</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  7573e2a2-7287-4352-8940-7c04b526dc98</xsi:subscriptionId>
  <xsi:channelId>
  bdfe939b-fbe1-425e-9370-c9b81097b141</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallReorderedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-59645:0</xsi:callId>
      <xsi:extTrackingId>354:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271776555321</xsi:addTime>
      <xsi:reordered />
      <xsi:acdName>ACD_CTI1_2_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001027</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271776586140</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
    <xsi:position>1</xsi:position>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.13 ACDCallPromotedEvent

An *ACDCallPromotedEvent* is generated when a call has been promoted to another priority either manually or automatically. The *acdPriority* element is set to the new priority. The position parameter is set to the new location of the call in the queue.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>629625f5-f033-400d-884e-3a99af7a62c6</xsi:eventID>
  <xsi:sequenceNumber>4</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  7573e2a2-7287-4352-8940-7c04b526dc98</xsi:subscriptionId>
  <xsi:channelId>
  bdfe939b-fbe1-425e-9370-c9b81097b141</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallPromotedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-59645:0</xsi:callId>
      <xsi:extTrackingId>354:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271776555321</xsi:addTime>
      <xsi:acdName>ACD_CTI1_2_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001027</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271776586140</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
    <xsi:position>2</xsi:position>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.14 ACDCallStrandedEvent

An *ACDCallStrandedEvent* is generated when a call is marked as “stranded”. The call is removed from the queue and handled as specified by the Stranded Call policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>6f0b5bec-a589-45ba-8d05-e3ddcd37271e</xsi:eventID>
  <xsi:sequenceNumber>13</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  38d2428a-37b7-4d9a-8f95-08205b7d9147</xsi:subscriptionId>
  <xsi:channelId>
  2c43bc73-962e-48c8-a324-ad7fba0c4e43</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallStrandedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-54545:0</xsi:callId>
      <xsi:extTrackingId>176:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271724216743</xsi:addTime>
      <xsi:removeTime>1271724227613</xsi:removeTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271724216742</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.1 ACDCallStrandedUnavailableEvent

The *ACDCallStrandedUnavailableEvent* is produced when a call is marked as stranded due to agent unavailability. The call is removed from the queue and handled as specified by the Stranded Calls – Unavailable policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>6f0b5bec-a589-45ba-8d05-e3ddcd37271e</xsi:eventID>
  <xsi:sequenceNumber>13</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  38d2428a-37b7-4d9a-8f95-08205b7d9147</xsi:subscriptionId>
  <xsi:channelId>
  2c43bc73-962e-48c8-a324-ad7fba0c4e43</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallStrandedUnavailableEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-54545:0</xsi:callId>
      <xsi:extTrackingId>176:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271724216743</xsi:addTime>
      <xsi:removeTime>1271724227613</xsi:removeTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber
countryCode="1">tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271724216742</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.1 ACDCallStrandedUnavailableTreatmentCompleteEvent

If an *ACDCallStrandedUnavailableEvent* is sent with an indication that treatment has been started, a subsequent *ACDCallStrandedUnavailableTreatmentCompleteEvent* is sent when the treatment is complete. Two Stranded Calls – Unavailable policy actions result in treatment being started as follows:

- Play ringing until caller hangs up
- Play announcement until caller hangs up

In both cases, the completed event indicates a reason of remoteRelease (that is, the caller hangs up).

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>6f0b5bec-a589-45ba-8d05-e3ddcd37271e</xsi:eventID>
  <xsi:sequenceNumber>13</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  38d2428a-37b7-4d9a-8f95-08205b7d9147</xsi:subscriptionId>
  <xsi:channelId>
  2c43bc73-962e-48c8-a324-ad7fba0c4e43</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData
xsi1:type="xsi:ACDCallStrandedUnavailableTreatmentCompletedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-54545:0</xsi:callId>
      <xsi:extTrackingId>176:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271724216743</xsi:addTime>
      <xsi:removeTime>1271724227613</xsi:removeTime>
      <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001025</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271724216742</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
    <reason>remoteRelease</reason>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.2 ACDCallEscapedEvent

An *ACDCallEscapedEvent* is generated when the caller dials the configured escape digits while being in the queue. The call is removed from the queue and the caller is provided with a Busy treatment. If the queue is configured for the Call Forwarding Busy or the Voice Messaging service, then the call is handled accordingly.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>ff9aafb7-41b2-4297-b723-5b1af8635dc3</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  7573e2a2-7287-4352-8940-7c04b526dc98</xsi:subscriptionId>
  <xsi:channelId>
  bdfe939b-fbe1-425e-9370-c9b81097b141</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDCallEscapedEvent">
    <xsi:queueEntry>
      <xsi:callId>callhalf-59645:0</xsi:callId>
      <xsi:extTrackingId>354:1</xsi:extTrackingId>
      <xsi:remoteParty>
        <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
        <xsi:address countryCode="1">tel:+15007003333</xsi:address>
        <xsi:callType>Network</xsi:callType>
      </xsi:remoteParty>
      <xsi:addTime>1271776555321</xsi:addTime>
      <xsi:removeTime>1271777047356</xsi:removeTime>
      <xsi:reordered />
      <xsi:acdName>ACD_CTI1_2_Name</xsi:acdName>
      <xsi:acdNumber countryCode="1">
      tel:+15006001027</xsi:acdNumber>
      <xsi:acdPriority>0-Highest</xsi:acdPriority>
      <xsi:addTimeInPriorityBucket>
      1271776586140</xsi:addTimeInPriorityBucket>
    </xsi:queueEntry>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.3 ACD Subscription Event

An *ACDSubscriptionEvent* is generated immediately after a subscription is added or refreshed, provided that the subscription target is not a collection of subscribers (for example, a group) and that contact was registered with the subscription.

Example

```
<?xml version="1.0" encoding="UTF-8"?>

<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>b6e78208-83a0-4549-995c-7b959f5df640</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  8e934dc5-cfc2-4c99-9234-2503af0b025f</xsi:subscriptionId>
  <xsi:channelId>
  69b6643e-2c65-472d-ac50-5ca382855262</xsi:channelId>
  <xsi:targetId>callcenter@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDSubscriptionEvent">

    <xsi:queueEntries>

      <xsi:queueEntry>
        <xsi:callId>callhalf-263:0</xsi:callId>
        <xsi:extTrackingId>39:1</xsi:extTrackingId>
        <xsi:remoteParty>
          <xsi:name>john3 south</xsi:name>
          <xsi:address>tel:603</xsi:address>
          <xsi:userId>south03@mtlasdev87.net</xsi:userId>
          <xsi:userDN countryCode="1">
          tel:+15146987603;ext=603</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:remoteParty>
        <xsi:addTime>1292360704269</xsi:addTime>
        <xsi:acdName>dnis1</xsi:acdName>
        <xsi:acdNumber countryCode="1">
        tel:+15146987610</xsi:acdNumber>
        <xsi:acdPriority>0-Highest</xsi:acdPriority>
        <xsi:addTimeInPriorityBucket>
        1292360704269</xsi:addTimeInPriorityBucket>
      </xsi:queueEntry>
    </xsi:queueEntries>

  </xsi:eventData>

</xsi:Event>
```


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4.7.3.4 ACDHolidayPolicyAppliedEvent

An *ACDHolidayPolicyAppliedEvent* is generated when a call is treated according to the Holiday policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>4ad5f5c0-0ce6-4c6d-b9c3-bbe8eb883e8a</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  c09f2dee-32ab-4408-9ea9-cb9806331191</xsi:subscriptionId>
  <xsi:channelId>
  e89e1bb5-5223-4af1-849d-0e468ee9c07c</xsi:channelId>
  <xsi:targetId>ACD_CTI1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDHolidayPolicyAppliedEvent">
    <xsi:callId>callhalf-79297:0</xsi:callId>
    <xsi:extTrackingId>70:1</xsi:extTrackingId>
    <xsi:acdName>ACD_CTI1_Name</xsi:acdName>
    <xsi:acdNumber countryCode="1">tel:+15006001025</xsi:acdNumber>
    <xsi:remoteParty>
      <xsi:name>NetworkN1FirstName NetworkN1LastName</xsi:name>
      <xsi:address countryCode="1">tel:+15007003333</xsi:address>
      <xsi:callType>Network</xsi:callType>
    </xsi:remoteParty>
    <xsi:redirect>
      <xsi:address>tel:1011</xsi:address>
      <xsi:reason>deflection</xsi:reason>
      <xsi:redirectTime>1272036730325</xsi:redirectTime>
    </xsi:redirect>
  </xsi:eventData>
</xsi:Event>
```


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4.7.3.5 ACDNightPolicyAppliedEvent

An *ACDNightPolicyAppliedEvent* is generated when a call is treated according to the Holiday policy.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>0ccab0d0-c9a1-49b4-a5b7-955774dd32ed</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  8e934dc5-cfc2-4c99-9234-2503af0b025f</xsi:subscriptionId>
  <xsi:channelId>
  69b6643e-2c65-472d-ac50-5ca382855262</xsi:channelId>
  <xsi:targetId>callcenter@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDNightPolicyAppliedEvent">
    <xsi:callId>callhalf-271:0</xsi:callId>
    <xsi:extTrackingId>40:1</xsi:extTrackingId>
    <xsi:acdName>callcenter</xsi:acdName>
    <xsi:acdNumber countryCode="1">tel:+15146987610</xsi:acdNumber>
    <xsi:remoteParty>
      <xsi:name>john3 south</xsi:name>
      <xsi:address>tel:603</xsi:address>
      <xsi:userId>south03@mtlasdev87.net</xsi:userId>
      <xsi:userDN countryCode="1">
      tel:+15146987603;ext=603</xsi:userDN>
      <xsi:callType>Group</xsi:callType>
    </xsi:remoteParty>
  </xsi:eventData>
</xsi:Event>
```


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4.7.4 Agent Events

An Agent event is an event that reports a change associated with an agent. Agent events are generated when subscribing to the Call Center Agent event package.

The following subsections provide detailed information for all the available agent event types as follows:

- AgentStateEvent
- AgentDispositionCodeAddedEvent
- ACDAgentJoinUpdateEvent
- AgentSubscriptionEvent

4.7.4.1 AgentStateEvent

An *AgentStateEvent* is generated when an agent changes state. State changes can be initiated by a remote application through Xsi-Actions, from the BroadWorks Call Center client, from the agent's endpoint, or from the web portal. This event is also sent if there is a change in alert severity.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>632030e3-b2c4-4d49-b866-8e2adb0ee87f</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>

<xsi:externalApplicationId>com.broadsoft.remoteapp.routepoint.sg</x
si:externalApplicationId>
  <xsi:subscriptionId>209389b3-f4f7-44b8-a662-
209959cd8bb7</xsi:subscriptionId>
  <xsi:channelId>a61750ee-3bb3-4330-aaa5-
4497322a8a35</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:AgentStateEvent">
    <xsi:agentStateInfo>
     <xsi:state>Unavailable</xsi:state>
      <xsi:stateTimestamp>
        <xsi:value>1292361232195</xsi:value>
        <xsi:severity>1</xsi:severity>
        <xsi:prevSeverity>0</xsi:prevSeverity>
        <xsi:threshold>600</xsi:threshold>
      </xsi:stateTimestamp>
      <xsi:signInTimestamp>1292361232195</xsi:signInTimestamp>
      <xsi:totalAvailableTime>0</xsi:totalAvailableTime>
      <xsi:averageWrapUpTime>
        <xsi:value>0</xsi:value>
        <xsi:severity>0</xsi:severity>
      </xsi:averageWrapUpTime>
    </xsi:agentStateInfo>  </xsi:eventData>
</xsi:Event>
```


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4.7.4.2 AgentDispositionCodeAddedEvent

An *AgentDispositionCodeAddedEvent* is generated when the agent enters a disposition code during the call or while in the wrap-up state. A disposition code can be added using the BroadWorks Call Center client, the agent's endpoint, or via a remote application request.

If the ACD or Route Point is configured with a default disposition code, then the code is added to call events sent in the context of a call received from that ACD or Route Point, specifically within the *acdCallInfo* or *acdOutgoingCallInfo* elements.

The *callId* element in the event identifies the call associated with the disposition code.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>c45f0448-981b-4a00-a632-3f97c1bb1a76</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>
  CTIController</xsi:externalApplicationId>
  <xsi:subscriptionId>
  725e0c55-265a-49b4-97e8-e3a309b8c88a</xsi:subscriptionId>
  <xsi:channelId>
  5616863d-9336-4296-921a-1fb1fce69705</xsi:channelId>
  <xsi:targetId>agentA1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:AgentDispositionCodeAddedEvent">
    <xsi:dispositionCode>Promotion</xsi:dispositionCode>
    <xsi:callId>callhalf-53153:0</xsi:callId>
  </xsi:eventData>
</xsi:Event>
```

4.7.4.3 ACDAgentJoinUpdateEvent

An *ACDAgentJoinUpdateEvent* is generated when the agent joins or unjoins an ACD. An agent joins or unjoins an ACD using the BroadWorks Call Center client or the web portal.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:eventID>4e819eea-d91c-47a5-b040-d9f85400ee86</xsi:eventID>
<xsi:sequenceNumber>7</xsi:sequenceNumber>
<xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
<xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
<xsi:subscriptionId>
9f35d69c-bc8c-4dac-91af-f94766e35643</xsi:subscriptionId>
<xsi:channelId>5e565648-7293-4c0b-ba8e-5d8608a1d466</xsi:channelId>
<xsi:targetId>agentA1@broadsoft.com</xsi:targetId>
<xsi:eventData xsi1:type="xsi:ACDAgentJoinUpdateEvent">
  <xsi:ccAgentJoinUpdateData>
    <xsi:joinInfo>
      <xsi:acdUserId>ACD_CTI1@broadsoft.com</xsi:acdUserId>
      <xsi:joined />
      <xsi:skillLevel>1</xsi:skillLevel>
    </xsi:joinInfo>
  </xsi:ccAgentJoinUpdateData>
</xsi:eventData>
```


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4.7.4.4 AgentSubscriptionEvent

An *AgentSubscriptionEvent* is generated immediately after a subscription is added or refreshed, provided that the subscription target is not a collection of subscribers (for example, a group).

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e3fb3eeb-b695-41bc-a775-13f77b976605</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  1716a4f9-3bc6-450a-badc-80ef6ef9a561</xsi:subscriptionId>
  <xsi:channelId>
  69b6643e-2c65-472d-ac50-5ca382855262</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:AgentSubscriptionEvent">
    <xsi:joinData>
      <xsi:joinInfos>
        <xsi:joinInfo>
          <xsi:acdUserId>callcenter@mtlasdev87.net</xsi:acdUserId>
          <xsi:joined />
          <xsi:skillLevel>12</xsi:skillLevel>
        </xsi:joinInfo>
      </xsi:joinInfos>
    </xsi:joinData>
    <xsi:stateInfo>
      <xsi:state>Unavailable</xsi:state>
      <xsi:stateTimestamp>
        <xsi:value>1292361232195</xsi:value>
        <xsi:severity>1</xsi:severity>
        <xsi:threshold>600</xsi:threshold>
      </xsi:stateTimestamp>
      <xsi:signInTimestamp>1292361232195</xsi:signInTimestamp>
      <xsi:totalAvailableTime>0</xsi:totalAvailableTime>
      <xsi:averageWrapUpTime>
        <xsi:value>0</xsi:value>
        <xsi:severity>0</xsi:severity>
      </xsi:averageWrapUpTime>
    </xsi:stateInfo>
  </xsi:eventData>
</xsi:Event>
```


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4.7.5 Automatic Call Distribution Configuration Events

An Automatic Call Distribution (ACD) configuration event is an event that reports a change associated with an ACD configuration. ACD configuration events are generated when subscribing to the Call Center Configuration event package.

The following subsections provide detailed information for all the available ACD configuration event types:

- ACDForcedForwardingEvent
- ACDHolidayServiceEvent
- ACDNightServiceEvent
- ACDConfigurationSubscriptionEvent

4.7.5.1 ACDForcedForwardingEvent

An *ACDForcedForwardingEvent* is generated when the ACD Forced Forwarding service configuration is modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>db352fa3-7f7b-4cf5-b23f-26eb001107c3</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  966e7c4c-b9d6-4322-82a4-7668254aaae8</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>callcenter@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDForcedForwardingEvent">
    <xsi:active />
  </xsi:eventData>
</xsi:Event>
```


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4.7.5.2 ACDHolidayServiceEvent

An *ACDHolidayServiceEvent* is generated when the ACD Holiday service configuration is modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>b83744b8-4569-446b-ba8c-ed2abb2317a7</xsi:eventID>
  <xsi:sequenceNumber>6</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  966e7c4c-b9d6-4322-82a4-7668254aaae8</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>callcenter@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDHolidayServiceEvent" />
</xsi:Event>
```

4.7.5.3 ACDNightServiceEvent

An *ACDNightServiceEvent* is generated when the ACD Night service configuration is modified.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>8405cb6e-3e6b-4b4a-891d-c29815ad8a6f</xsi:eventID>
  <xsi:sequenceNumber>9</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  966e7c4c-b9d6-4322-82a4-7668254aaae8</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>callcenter@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDNightServiceEvent" />
</xsi:Event>
```


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4.7.5.4 ACDConfigurationSubscriptionEvent

An *ACDConfigurationSubscriptionEvent* is issued immediately after a subscription is added or refreshed, provided that the subscription target is not a collection of subscribers (for example, a group) and that contact was registered with the subscription.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>86eb2697-ea6e-4efc-81f0-c97da1b6cb38</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  f1f1d676-7142-459b-ba6a-d06c15b8714d</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>callcenter@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ACDConfigurationSubscriptionEvent">
    <xsi:forcedForwarding>
      <xsi:active>true</xsi:active>
    </xsi:forcedForwarding>
  </xsi:eventData>
</xsi:Event>
```


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4.7.6 CallCenterAgentMonitoringEvent

A Call Center Agent Monitoring event is an event that reports a change associated to an agent performance. The following subsections provide detailed information for all the available Call Center Agent Monitoring event types:

- CallCenterAgentMonitoringEvent
- CallCenterAgentOnCallAlertEvent
- CallCenterAgentMonitoringSubscriptionEvent

4.7.6.1 CallCenterAgentMonitoringEvent

A *CallCenterAgentMonitoringEvent* allows a subscriber to receive notifications related to the overall performance of an agent. A *CallCenterAgentMonitoringEvent* are generated when an agent releases or transfers an ACD call, at which time alert severity is evaluated.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>d9949d24-50d2-496b-977f-9fab303fe43d</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>south02@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>My
  Application</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3dffee47-ce97-49d2-82ea-1df33463a1b1</xsi:subscriptionId>
  <xsi:channelId>
  a12d6765-643a-456e-a6f6-96edc5e1d221</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallCenterAgentMonitoringEvent">
     <xsi:monitoringStatus>
      <xsi:averageACDCallTime>
        <xsi:value>6154</xsi:value>
        <xsi:severity>1</xsi:severity>
        <xsi:prevSeverity>0</xsi:prevSeverity>
        <xsi:threshold>5000</xsi:threshold>
      </xsi:averageACDCallTime>
      <xsi:averageACDOutgoingCallTime>
        <xsi:value>0</xsi:value>
        <xsi:severity>0</xsi:severity>
      </xsi:averageACDOutgoingCallTime>
    </xsi:monitoringStatus>  </xsi:eventData>
</xsi:Event>
```

4.7.6.2 CallCenterAgentOnCallAlertEvent

The *CallCenterAgentOnCallAlertEvent* is sent to raise or clear alerts regarding an agent's on-call state. If the agent has been either idle or on a call for too long, according to configured thresholds, this event will indicate which alert condition prevails and with what severity.

If the agent is involved in a call that is longer than the configured threshold, the "timestamp" element contains the answer time of the longest call the agent is in. The "alertEvent" element will indicate "OnCallTime".

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If the agent has been *idle* longer than the configured threshold, the "timestamp" element contains the release time of the call most recently released. If the agent receives a new call while Idle severity is greater than "Green", the "timestamp" is set to the new call's start time and the alert is cleared. The "alertEvent" element will indicate "IdleTime".

This event is not sent if the "On Call Time" and "Idle Time" alerts are not enabled.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>d9949d24-50d2-496b-977f-9fab303fe43d</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>south02@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>My
  Application</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3dffee47-ce97-49d2-82ea-1df33463a1b1</xsi:subscriptionId>
  <xsi:channelId>
  a12d6765-643a-456e-a6f6-96edc5e1d221</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
    <xsi:eventData xsi1:type="xsi:
CallCenterAgentOnCallAlertEvent">
       <xsi:alertInfo>
           <xsi:alertEvent>OnCallTime</xsi:alertEvent>
           <xsi:timestamp>
             <xsi:value>1292214059085</xsi:value>
             <xsi:severity>1</xsi:severity>
             <xsi:prevSeverity>0</xsi:prevSeverity>
              <xsi:threshold>600</xsi:threshold>
       </xsi:timestamp>
       </xsi:alertInfo>
  </xsi:eventData>
</xsi:Event>
```

4.7.6.3 CallCenterAgentMonitoringSubscriptionEvent

A CallCenterAgentMonitoringSubscriptionEvent is generated immediately after a subscription is added or refreshed, provided that the subscription target is not a collection of subscribers (for example, a group).

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>d9949d24-50d2-496b-977f-9fab303fe43d</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>south02@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>My
  Application</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3dffee47-ce97-49d2-82ea-1df33463a1b1</xsi:subscriptionId>
  <xsi:channelId>
  a12d6765-643a-456e-a6f6-96edc5e1d221</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData
xsi1:type="xsi:CallCenterAgentMonitoringSubscriptionEvent">
    <xsi:monitoringStatus>
      <xsi:averageACDCallTime>
```


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```
        <xsi:value>6154</xsi:value>
        <xsi:severity>0</xsi:severity>
      </xsi:averageACDCallTime>
      <xsi:averageACDOutgoingCallTime>
        <xsi:value>0</xsi:value>
        <xsi:severity>0</xsi:severity>
      </xsi:averageACDOutgoingCallTime>
    </xsi:monitoringStatus>
       <xsi:alertInfo>
           <xsi:alertEvent>OnCallTime</xsi:alertEvent>
           <xsi:timestamp>
             <xsi:value>1292214059085</xsi:value>
             <xsi:severity>1</xsi:severity>
              <xsi:threshold>600</xsi:threshold>
       </xsi:timestamp>
       </xsi:alertInfo>
  </xsi:eventData>
</xsi:Event>
```


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4.7.7 CallCenterMonitoringEvent

A *CallCenterMonitoringEvent* allows a subscriber to receive notifications related to the overall performance of the call center. A *CallCenterMonitoringEvent* is generated when subscribing to the Call Center Monitoring event package. An event is generated when:

- An agent is assigned or unassigned from the call center
- An agent's staffed status changes
- A staffed agent's idle status changes
- A staffed agent transitions to or from the *Unavailable* state
- Following an initial subscription or refresh

Transmission of these events is throttled. Additionally, as long as there are queued calls in the Call Center, this event will automatically be generated and transmitted at every throttling interval. If the last call was removed from the queue during the throttling interval, this event will be generated and transmitted at the end of the throttling interval.

Alert severities for the elements supported in this feature are evaluated at the time the message is generated.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>d8e3de77-6bad-4c6b-a3b6-62c7c5c41055</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>south02@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>My
  Application</xsi:externalApplicationId>
  <xsi:subscriptionId>
  fb2b57ed-bf7f-449f-993d-bae264487a3a</xsi:subscriptionId>
  <xsi:channelId>
  a12d6765-643a-456e-a6f6-96edc5e1d221</xsi:channelId>
  <xsi:targetId>callcenter@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallCenterMonitoringEvent">
    <xsi:monitoringStatus>
      <xsi:averageHandlingTime>
        <xsi:value>3633</xsi:value>
        <xsi:severity>1</xsi:severity>
        <xsi:prevSeverity>0</xsi:prevSeverity>
        <xsi:threshold>3600</xsi:threshold>
      </xsi:averageHandlingTime>
      <xsi:expectedWaitTime>
        <xsi:value>1816</xsi:value>
        <xsi:severity>0</xsi:severity>
        <xsi:prevSeverity>1</xsi:prevSeverity>
      </xsi:expectedWaitTime>
      <xsi:averageSpeedOfAnswer>
        <xsi:value>3776</xsi:value>
        <xsi:severity>1</xsi:severity>
        <xsi:prevSeverity>0</xsi:prevSeverity>
        <xsi:threshold>3600</xsi:threshold>
      </xsi:averageSpeedOfAnswer>
      <xsi:longestWaitTime>
        <xsi:value>0</xsi:value>
        <xsi:severity>0</xsi:severity>
```


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```
      </xsi:longestWaitTime>
      <xsi:numCallsInQueue>
        <xsi:value>0</xsi:value>
        <xsi:severity>0</xsi:severity>
      </xsi:numCallsInQueue>
      <xsi:numAgentsAssigned>3</xsi:numAgentsAssigned>
      <xsi:numAgentsStaffed>2</xsi:numAgentsStaffed>
      <xsi:numStaffedAgentsIdle>1</xsi:numStaffedAgentsIdle>
      <xsi:numStaffedAgentsUnavailable>
      0</xsi:numStaffedAgentsUnavailable>
    </xsi:monitoringStatus>
  </xsi:eventData>
</xsi:Event>
```


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4.7.8 CallForwardingAlwaysEvent

A *CallForwardingAlwaysEvent* event is generated when subscribing to the Call Forwarding Always event package. An event is generated when the Call Forwarding Always service configuration is modified or after a subscription is added or refreshed.

The Call Forwarding Always configuration can be changed through:

- Xsi-Actions request
- Feature access code (for example, *72)
- BroadWorks web portal

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>5eda485f-48e0-4a4e-9960-e51c8af02673</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  8ffb5dee-d982-4b64-a40a-b4667d7b5eda</xsi:subscriptionId>
  <xsi:channelId>
  027f69b3-79f1-4671-8440-952e203a2d7d</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallForwardingAlwaysEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:forwardToPhoneNumber>tel:1020</xsi:forwardToPhoneNumber>
      <xsi:ringSplash>true</xsi:ringSplash>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.9 CallForwardingNoAnswerEvent

A *CallForwardingNoAnswerEvent* is generated when subscribing to the Call Forwarding No Answer event package. An event is generated when the Call Forwarding No Answer service configuration is modified or after a subscription is added or refreshed.

The Call Forwarding No Answer configuration can be changed through:

- Xsi-Actions request
- Feature access code (for example, *92)
- BroadWorks web portal

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>caa8f1a3-b7e1-452a-8e10-5dd1307048fe</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3dac69a4-55ff-42dc-a824-905c97a90775</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallForwardingNoAnswerEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:forwardToPhoneNumber>tel:604</xsi:forwardToPhoneNumber>
      <xsi:numberOfRings>3</xsi:numberOfRings>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.10 CallForwardingBusyEvent

A *CallForwardingBusyEvent* is generated when subscribing to the Call Forwarding Busy event package. An event is generated when the Call Forwarding Busy service configuration is modified or after a subscription is added or refreshed.

The Call Forwarding Busy configuration can be changed through:

- Xsi-Actions request
- Feature access code (for example, *90)
- BroadWorks web portal

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"

xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"

xmlns:xsi="http://schema.broadsoft.com/xsi">

  <xsi:eventID>90be8815-f437-4939-bcf2-9d22ed144d0a</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  6106cf16-7e2e-44ea-968b-e3e86e943005</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallForwardingBusyEvent">
    <xsi:info>

      <xsi:active>false</xsi:active>

    </xsi:info>

  </xsi:eventData>

</xsi:Event>
```


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4.7.11 HotelingGuestEvent

A *HotelingGuestEvent* is generated when subscribing to the Hoteling Guest event package. An event is generated when the Hoteling Guest configuration is modified or after a subscription is added or refreshed. For example, the guest configuration is changed when a guest is associated with a host.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>9e36d2e2-ef61-4057-b1e8-a624aefc7ed0</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  57acc139-c7ef-448b-819d-264c24c28bd3</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south02@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:HotelingGuestEvent">
    <xsi:info>
      <xsi:active>false</xsi:active>
      <xsi:enableAssociationLimit>true</xsi:enableAssociationLimit>
      <xsi:associationLimitHours>12</xsi:associationLimitHours>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.12 DoNotDisturbEvent

A *DoNotDisturbEvent* is generated when subscribing to the Do Not Disturb event package. An event is generated when the Do Not Disturb service configuration is modified or after a subscription is added or refreshed. The Do Not Disturb configuration can be changed through:

- Xsi-Actions request
- Feature access code
- BroadWorks web portal

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>d2031640-bd7e-4131-9974-7fa529aea361</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  680d3762-75ba-4984-a60c-38ea1ee6cff0</xsi:subscriptionId>
  <xsi:channelId>
  027f69b3-79f1-4671-8440-952e203a2d7d</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:DoNotDisturbEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:ringSplash>true</xsi:ringSplash>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.13 VoiceMailMessageSummaryEvent

A *VoiceMailMessageSummaryEvent* is generated when subscribing to the Voice Mail Message event package. An event is generated when the Voice Mail content is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>cd0dc6cd-45f3-472c-8a26-114557898916</xsi:eventID>
  <xsi:sequenceNumber>3</xsi:sequenceNumber>
  <xsi:userId>adminCTI@broadsoft.com@broadsoft.com</xsi:userId>
  <xsi:externalApplicationId>AppCtlId</xsi:externalApplicationId>
  <xsi:subscriptionId>
  ea8a5fa3-8d8e-4469-ae1a-54c0da593086</xsi:subscriptionId>
  <xsi:channelId>
  04074f9c-b8f6-4431-9f80-4228a674a9b5</xsi:channelId>
  <xsi:targetId>subscriberS1@broadsoft.com</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:VoiceMailMessageSummaryEvent">
    <xsi:messageSummary />
  </xsi:eventData>
</xsi:Event>
```


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4.7.14 BroadWorksAnywhereEvent

A *BroadWorksAnywhereEvent* is generated when subscribing to the BroadWorks Anywhere event package. An event is generated when the BroadWorks Anywhere service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>c45fa645-17c2-43ce-b2e6-f0dc4c716d0d</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  4e0b9fad-a00d-47c2-a766-c99be1ed9375</xsi:subscriptionId>
  <xsi:channelId>
  7d355c07-5a50-44a1-9f59-c7c3b2e9e25d</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:BroadWorksAnywhereEvent">
    <xsi:info>
      <xsi:alertAllLocationsForClickToDialCalls>
      false</xsi:alertAllLocationsForClickToDialCalls>
      <xsi:locations>
        <xsi:location>
          <xsi:phoneNumber countryCode="1">
          tel:+15145551212</xsi:phoneNumber>
          <xsi:active>true</xsi:active>
          <xsi:description>Home</xsi:description>
        </xsi:location>
      </xsi:locations>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.15 CallTransferEvent

A *CallTransferEvent* is generated when subscribing to the Call Transfer event package. An event is generated when the Call Transfer service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>d025ac89-5cfc-4127-93fb-69285358bf31</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  2db70efc-b030-4e0b-a56d-b83d8685c961</xsi:subscriptionId>
  <xsi:channelId>
  5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallTransferEvent">
    <xsi:info>
      <xsi:recallActive>true</xsi:recallActive>
      <xsi:recallNumberOfRings>4</xsi:recallNumberOfRings>
      <xsi:busyCampOnActive>false</xsi:busyCampOnActive>
      <xsi:busyCampOnSeconds>120</xsi:busyCampOnSeconds>
      <xsi:useDiversionInhibitorForBlindTransfer>
      false</xsi:useDiversionInhibitorForBlindTransfer>
      <xsi:useDiversionInhibitorForConsultativeCalls>
      false</xsi:useDiversionInhibitorForConsultativeCalls>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.16 CallWaitingEvent

A *CallWaitingEvent* is generated when subscribing to the Call Waiting event package. An event is generated when the Call Waiting service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>f186adae-6fc2-40f3-bd01-aba18b0ece8a</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  e3fc1fd4-7bff-47d2-94c6-ec24f26ec05e</xsi:subscriptionId>
  <xsi:channelId>
  5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CallWaitingEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.17 LastNumberRedialEvent

A *LastNumberRedialEvent* is generated when subscribing to the Last Number Redial event package. An event is generated when the Last Number Redial service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e75434a7-5306-4471-9088-8d964da1efa0</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  60d526ef-7de4-41b2-ae7e-780ee3b8de3c</xsi:subscriptionId>
  <xsi:channelId>
  5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:LastNumberRedialEvent" />
</xsi:Event>
```


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4.7.18 Meet Me Conference Events

A Meet Me Conference event is an event that reports a change associated with a Meet-Me Conference. Meet Me Conference events are generated when subscribing to the Meet Me Conference event package.

For Meet-Me conference events, the subscribing application typically provides a target corresponding to the user ID of a conference bridge virtual subscriber and a target subID, which contains the conference ID of a conference that belongs to the bridge. In this scenario, an initial subscription event is issued and includes the current state of the conference (if it has started) along with the participant list. Only those events that are generated by that conference are sent.

If the subscription has a larger target scope (for example, user ID with no subID, group, and so on), no initial subscription event is issued.

The following subsections provide detailed information for all available Meet Me Conference event types as follows:

- Meet-Me Conference Auto Lecture Mode Started
- Meet-Me Conference Lecture Mode Started
- Meet-Me Conference Lecture Mode Stopped
- Meet-Me Conference Locked
- Meet-Me Conference Recording Paused
- Meet-Me Conference Recording Resumed
- Meet-Me Conference Recording Started
- Meet-Me Conference Recording Stopped
- Meet-Me Conference Started
- Meet-Me Conference Stopped
- Meet-Me Conference Subscription
- Meet-Me Conference Unlocked
- Meet-Me Participant Held
- Meet-Me Participant Joined
- Meet-Me Participant Left
- Meet-Me Participant Muted
- Meet-Me Participant Retrieved
- Meet-Me Participant Unmuted
- Meet-Me Participant Updated

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4.7.18.1 MeetMeAutoLectureModeStartedEvent

A *MeetMeAutoLectureModeStartedEvent* is generated whenever the Automatic Lecture Mode starts.

It may include an optional list of (non-moderator) participants who should remain unmuted when the Automatic Lecture Mode starts. When a conference is transitioned from Lecture Mode to Automatic Lecture Mode, all the non-moderator participants who are in an unmuted state should remain unmuted even after the Automatic Lecture Mode is triggered. This list contains these non-moderator participants.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
  Application</xsi:externalApplicationId>
  <xsi:subscriptionId>
  4d60035a-aa4a-4055-ad1f-59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>
    localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeAutoLectureModeStartedEvent">
    <xsi:unmutedParticipants>
      <xsi:participant>
        <xsi:callId>callhalf-23865:0</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>Test User</xsi:name>
          <xsi:address>1002</xsi:address>
          <xsi:userId>test@test.com</xsi:userId>
          <xsi:userDN>1002</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
      </xsi:participant>
      <xsi:participant>
        <xsi:callId>callhalf-23865:1</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>New User</xsi:name>
          <xsi:address>1003</xsi:address>
          <xsi:userId>new@test.com</xsi:userId>
          <xsi:userDN>1003</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
      </xsi:participant>
    </xsi:unmutedParticipants>
  </xsi:eventData>
</xsi:Event>
```


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4.7.18.2 MeetMeLectureModeStartedEvent

A *MeetMeLectureModeStartedEvent* is generated when a Meet-Me conference's lecture mode is started.

The lecture mode indicates that all non-moderator conference participants are muted. By contrast, moderators of the conference are not automatically muted when lecture mode begins. There is no additional *MeetMeParticipantMutedEvent* event sent for the muting of the participants when they are muted with the start of lecture mode.

The event provides the information on the participant who started the lecture mode. If the lecture mode has been initiated by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeLectureModeStartedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>callhalf-23865:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:partyInformation>
      <xsi:moderator></xsi:moderator>
    </xsi:conferenceParticipant>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.3 MeetMeLectureModeStoppedEvent

A *MeetMeLectureModeStoppedEvent* is generated when a Meet-Me conference's lecture mode is stopped. The event provides the information on the participant who stopped the lecture mode. If the lecture mode has been stopped by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
```


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```
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceLockedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>loaclhost1:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:partyInformation>
      <xsi:activeTalker></xsi:activeTalker>
      <xsi:moderator></xsi:moderator>
    </xsi:conferenceParticipant>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.4 MeetMeConferenceLockedEvent

A *MeetMeConferenceLockedEvent* is generated when a Meet-Me conference is locked. The event provides the information on the participant who locked the conference. If the conference has been locked by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceLockedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>loaclhost1:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:partyInformation>
      <xsi:activeTalker></xsi:activeTalker>
      <xsi:moderator></xsi:moderator>
```


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```
    </xsi:conferenceParticipant>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.5 MeetMeConferenceRecordingPausedEvent

A *MeetMeConferenceRecordingPausedEvent* is generated when a Meet-Me conference's recording service is paused. The event provides information on the participant who paused the recording. If the conference recording has been paused by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceLockedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>loaclhost1:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:partyInformation>
      <xsi:activeTalker></xsi:activeTalker>
      <xsi:moderator></xsi:moderator>
    </xsi:conferenceParticipant>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.6 MeetMeConferenceRecordingResumedEvent

A *MeetMeConferenceRecordingResumedEvent* is generated when a Meet-Me conference's recording service is resumed, having previously been paused. The event provides information on the participant who resumed recording. If the conference recording has been resumed by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
```


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```
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceLockedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>loaclhost1:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:partyInformation>
      <xsi:activeTalker></xsi:activeTalker>
      <xsi:moderator></xsi:moderator>
    </xsi:conferenceParticipant>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.7 MeetMeConferenceRecordingStartedEvent

A *MeetMeConferenceRecordingStartedEvent* is generated when a Meet-Me conference's recording service is started for the first time or when it is restarted after having previously been stopped. The event provides information on the participant who started recording. If the conference recording has been started by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData
xsi1:type="xsi:MeetMeConferenceRecordingStartedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>localhost1:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
```


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```
      </xsi:partyInformation>
      <xsi:activeTalker></xsi:activeTalker>
      <xsi:moderator></xsi:moderator>
    </xsi:conferenceParticipant>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.8 MeetMeConferenceRecordingStoppedEvent

A *MeetMeConferenceRecordingStoppedEvent* is generated when a Meet-Me conference's recording service is stopped. If conference recording is reinitiated after having been stopped, a *MeetMeConferenceRecordingStartedEvent* (and not a *MeetMeConferenceRecordingResumedEvent)* is generated.

The event provides information on the participant who stopped the recording. If the conference recording has been stopped by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData
xsi1:type="xsi:MeetMeConferenceRecordingStoppedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>loaclhost1:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:partyInformation>
      <xsi:activeTalker></xsi:activeTalker>
      <xsi:moderator></xsi:moderator>
    </xsi:conferenceParticipant>
    <xsi:reason>normal</xsi:reason>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.9 MeetMeConferenceStartedEvent

A *MeetMeConferenceStartedEvent* is generated when a Meet-Me conference starts. A conference starts when the first participant joins unless the *Moderator required to start conference* option is selected for the conference, in which case the conference does not start until a moderator joins the conference.

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Note that conferences can be started more than once, for example, a “reservationless” conference can be instantiated many times. Each time a conference starts it initializes the conference information according to the configuration of the conference, and initializes its participant list according to the current participants in the conference.

It is possible for a conference to require a moderator before starting. In this case, any “non-moderators” who connect prior to the moderator joining are placed on hold. Only when a moderator joins is a *MeetMeConferenceStartedEvent* sent. It is followed by a join event that contains a list of the participants who have now entered the call, including the moderator.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceStartedEvent" />
</xsi:Event>
```

4.7.18.10 MeetMeConferenceStoppedEvent

A *MeetMeConferenceStoppedEvent* is generated when a Meet-Me conference stops.

For a conference that is set to end when the moderator departs, when the last moderator leaves, the conference stops. For a conference that does not have this restriction, the conference stops when the last participant or moderator leaves.

NOTE: Once the *MeetMeConferenceStoppedEvent* has been issued, no further *MeetMeParticipantLeftEvent* events are sent, since the implication is that all participants have left.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
```


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```
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceStoppedEvent" />
</xsi:Event>
```

4.7.18.11 MeetMeConferenceSubscriptionEvent

A *MeetMeConference*Subscription*Event* is generated whenever a conference-level subscription to the Meet-Me Conferencing service is added or refreshed. If the conference has started, the conference details are returned, otherwise no details are returned.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceSubscriptionEvent">
    <xsi:conference>
      <xsi:conferenceInfo>
        <xsi:lectureMode/>
        <xsi:lock/>
        <xsi:recordingState>Recording</xsi:recordingState>
      </xsi:conferenceInfo>
      <xsi:conferenceParticipants>
        <xsi:participant>
          <xsi:callId>callhalf-23865:0</xsi:callId>
          <xsi:partyInformation>
            <xsi:name>Test User</xsi:name>
            <xsi:address>1002</xsi:address>
            <xsi:userId>test@test.com</xsi:userId>
            <xsi:userDN>1002</xsi:userDN>
            <xsi:callType>Group</xsi:callType>
          </xsi:partyInformation>
          <xsi:activeTalker></xsi:activeTalker>
          <xsi:moderator></xsi:moderator>
        </xsi:participant>
        <xsi:participant>
          <xsi:callId>callhalf-23865:1</xsi:callId>
          <xsi:partyInformation>
            <xsi:name>New User</xsi:name>
            <xsi:address>1003</xsi:address>
            <xsi:userId>new@test.com</xsi:userId>
            <xsi:userDN>1003</xsi:userDN>
            <xsi:callType>Group</xsi:callType>
          </xsi:partyInformation>
        </xsi:participant>
      </xsi:conferenceParticipants>
    </xsi:conference>
```


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```
  </xsi:eventData>
</xsi:Event>
```

4.7.18.12 MeetMeConferenceUnlockedEvent

A *MeetMeConferenceUnlockedEvent* is generated when a Meet-Me conference is unlocked. The event provides information on the participant who unlocked the conference. If the conference has been unlocked by a client Xsi-Action, no participant information is provided.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeConferenceUnlockedEvent">
    <xsi:conferenceParticipant>
      <xsi:callId>loaclhost1:0</xsi:callId>
      <xsi:partyInformation>
        <xsi:name>Test User</xsi:name>
        <xsi:address>1002</xsi:address>
        <xsi:userId>test@test.com</xsi:userId>
        <xsi:userDN>1002</xsi:userDN>
        <xsi:callType>Group</xsi:callType>
      </xsi:partyInformation>
      <xsi:activeTalker></xsi:activeTalker>
      <xsi:moderator></xsi:moderator>
    </xsi:conferenceParticipant>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.13 MeetMeParticipantHeldEvent

A *MeetMeParticipantHeldEvent* is generated when one or more participants are being held in a Meet-Me conference. The event includes the list of participants being held.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
```


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```
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeParticipantHeldEvent">
    <xsi:conferenceParticipants>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:0</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>Test User</xsi:name>
          <xsi:address>1002</xsi:address>
          <xsi:userId>test@test.com</xsi:userId>
          <xsi:userDN>1002</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
        </xsi:held>
      </xsi:conferenceParticipant>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:1</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>New User</xsi:name>
          <xsi:address>1003</xsi:address>
          <xsi:userId>new@test.com</xsi:userId>
          <xsi:userDN>1003</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
        </xsi:held>
      </xsi:conferenceParticipant>
    </xsi:conferenceParticipants>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.14 MeetMeParticipantJoinedEvent

A *MeetMeParticipantJoinedEvent* is generated when one or more participants join a Meet-Me conference. The event includes the list of participant joining the conference.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeParticipantJoinedEvent">
    <xsi:conferenceParticipants>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:0</xsi:callId>
        <xsi:partyInformation>
```


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```
          <xsi:name>Test User</xsi:name>
          <xsi:address>1002</xsi:address>
          <xsi:userId>test@test.com</xsi:userId>
          <xsi:userDN>1002</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
        <xsi:activeTalker></xsi:activeTalker>
        <xsi:moderator></xsi:moderator>
      </xsi:conferenceParticipant>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:1</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>New User</xsi:name>
          <xsi:address>1003</xsi:address>
          <xsi:userId>new@test.com</xsi:userId>
          <xsi:userDN>1003</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
      </xsi:conferenceParticipant>
    </xsi:conferenceParticipants>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.15 MeetMeParticipantLeftEvent

A *MeetMeParticipantLeftEvent* is generated when one or more participants leave a Meet-Me conference. The event includes the list of participant leaving the conference.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeParticipantLeftEvent">
    <xsi:callIds>
      <xsi:callId>callhalf-23865:0</xsi:callId>
    </xsi:callIds>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.16 MeetMeParticipantMutedEvent

A *MeetMeParticipantMutedEvent* is generated when one or more participants are muted in a Meet-Me conference. The event includes the list of participant being muted.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
```


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```
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi: MeetMeParticipantMutedEvent">
    <xsi:conferenceParticipants>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:0</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>Test User</xsi:name>
          <xsi:address>1002</xsi:address>
          <xsi:userId>test@test.com</xsi:userId>
          <xsi:userDN>1002</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
        <xsi:muted></xsi:muted>
      </xsi:conferenceParticipant>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:1</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>New User</xsi:name>
          <xsi:address>1003</xsi:address>
          <xsi:userId>new@test.com</xsi:userId>
          <xsi:userDN>1003</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
        <xsi:muted></xsi:muted>
      </xsi:conferenceParticipant>
    </xsi:conferenceParticipants>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.17 MeetMeParticipantRetrievedEvent

A *MeetMeParticipantRetrievedEvent* is generated when one or more participants are unheld in a Meet-Me conference. The event includes the list of participant being unheld.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
```


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```
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeParticipantRetrievedEvent">
    <xsi:conferenceParticipants>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:0</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>Test User</xsi:name>
          <xsi:address>1002</xsi:address>
          <xsi:userId>test@test.com</xsi:userId>
          <xsi:userDN>1002</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
      </xsi:conferenceParticipant>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:1</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>New User</xsi:name>
          <xsi:address>1003</xsi:address>
          <xsi:userId>new@test.com</xsi:userId>
          <xsi:userDN>1003</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
      </xsi:conferenceParticipant>
    </xsi:conferenceParticipants>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.18 MeetMeParticipantUnmutedEvent

A MeetMeParticipantUnmutedEvent is generated when one or more participants are unmuted in a Meet-Me conference. The event includes the list of participant being unmuted.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeParticipantUnmutedEvent">
    <xsi:conferenceParticipants>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:0</xsi:callId>
      </xsi:conferenceParticipant>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:1</xsi:callId>
        <xsi:partyInformation>
```


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```
          <xsi:name>Test User</xsi:name>
          <xsi:address>1002</xsi:address>
          <xsi:userId>test@test.com</xsi:userId>
          <xsi:userDN>1002</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
        </xsi:partyInformation>
      </xsi:conferenceParticipant>
    </xsi:conferenceParticipants>
  </xsi:eventData>
</xsi:Event>
```

4.7.18.19 MeetMeParticipantUpdatedEvent

A *MeetMeParticipantUpdatedEvent* is generated when one or more participants have their participant information updated in a Meet-Me conference. This even is generated in the following cases:

- When a participant that has already joined to the conference choose to log in as a moderator,
- When a consultation transfer has led to a change in the party information for the participant,
- When a participant has entered or changed his Meet-Me conferencing unique identifier,
- When a participant becomes the new active talker, or is no longer the active talker.

Example

```
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi="http://schema.broadsoft.com/xsi"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance">
  <xsi:eventID>65b83979-b2f6-487e-96c9-a65617e48977</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>admin@broadworks</xsi:userId>
  <xsi:externalApplicationId>My
Application</xsi:externalApplicationId>
  <xsi:subscriptionId>4d60035a-aa4a-4055-ad1f-
59200d6d37ee</xsi:subscriptionId>
  <xsi:httpContact>
    <xsi:uri>localhost/com.broadsoft.xsi-
events/v2.0/eventCollector/eventProxy</xsi:uri>
  </xsi:httpContact>
  <xsi:targetId>bridge1@broadworks</xsi:targetId>
  <xsi:targetSubId>2141355</xsi:targetSubId>
  <xsi:eventData xsi1:type="xsi:MeetMeParticipantUpdatedEvent">
    <xsi:conferenceParticipants>
      <xsi:conferenceParticipant>
        <xsi:callId>callhalf-23865:0</xsi:callId>
        <xsi:partyInformation>
          <xsi:name>Test User</xsi:name>
          <xsi:address>1002</xsi:address>
          <xsi:userId>test@test.com</xsi:userId>
          <xsi:userDN>1002</xsi:userDN>
          <xsi:callType>Group</xsi:callType>
          <xsi:moderator></xsi:moderator>
        </xsi:partyInformation>
      </xsi:conferenceParticipant>
    </xsi:conferenceParticipants>
  </xsi:eventData>
```


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```
</xsi:Event>
```


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4.7.19 MusicOnHold

A *MusicOnHoldEvent* is generated when subscribing to the Music On Hold event package. An event is generated when the Music On Hold service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>1ff6a2f2-c99e-40a9-b60e-a08c25f7e077</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
  com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>
  034195d2-be6d-4813-9f78-b4313120fbd9</xsi:subscriptionId>
  <xsi:channelId>
  5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:MusicOnHoldEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.20 N-WayCallEvent

An *N-WayCallEvent* is generated when subscribing to the N-Way Calling event package. An event is generated when the N-Way Calling service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>a5e4afd7-8db1-4c1f-9cbf-c535cc37bd1b</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>
     com.broadsoft.remoteapp.routepoint.sg</xsi:externalApplicationId>
  <xsi:subscriptionId>a650f857-1301-4121-a46e-
d4c64b36217e</xsi:subscriptionId>
  <xsi:channelId>5f8c13d5-c0bc-4b0a-a7f5-94fade545198</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:N-WayCallEvent"/>
</xsi:Event>
```


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4.7.21 RemoteOfficeEvent

A *RemoteOfficeEvent* is generated when subscribing to the Remote Office event package. An event is generated when the Remote Office service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>bcbf0887-6555-48cc-8d41-4dd83a8ed7b1</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  902c74a9-b6e2-4355-9186-b6d6cb0a5901</xsi:subscriptionId>
  <xsi:channelId>
  1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:RemoteOfficeEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:remoteOfficeNumber>tel:604</xsi:remoteOfficeNumber>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```

4.7.22 ThirdPartyVoiceMailSupportEvent

A *ThirdPartyVoiceMailSupportEvent* is generated when subscribing to the Third-Party Voice Mail Support event package. An event is generated when the Third-Party Voice Mail Support service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>6ee84efd-30a4-4a40-b8f2-4ecb8f398aeb</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  6ce735d1-ca89-4f2b-a1f2-3a3afadbfa42</xsi:subscriptionId>
  <xsi:channelId>
  1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ThirdPartyVoiceMailSupportEvent">
    <xsi:info>
      <xsi:active>false</xsi:active>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.23 ThreeWayCallEvent

A *ThreeWayCallEvent* is generated when subscribing to the Three-Way Calling event package. An event is generated when the Three-Way Calling service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>1e526844-3bf7-40b7-868c-c675635b6d6f</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  0164c3da-7373-428d-a06e-ccf0f730bd16</xsi:subscriptionId>
  <xsi:channelId>
  1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:ThreeWayCallEvent" />
</xsi:Event>
```

4.7.24 VoiceMessagingEvent

A *VoiceMessagingEvent* is generated when subscribing to the Voice Messaging event package. An event is generated when the Voice Messaging service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>e3f7c7c0-4938-403b-8943-820d79d6e185</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  a953fcf9-dd50-4f9e-b429-c3f3b35e533b</xsi:subscriptionId>
  <xsi:channelId>
  1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:VoiceMessagingEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.25 CommPilotExpressEvent

A *CommPilotExpressEvent* is generated when subscribing to the CommPilot Express event package. An event is generated when the CommPilot Express service configuration is modified or after a subscription is added or refreshed. The profile element is included and is nil if not the CommPilot Express profile is not set.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>bcf2cb4a-a2e5-4266-948e-7a443f23ab83</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  88712942-8888-4b93-9440-64d632a2e4ec</xsi:subscriptionId>
  <xsi:channelId>
  1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:CommPilotExpressEvent">
    <xsi:info>
      <xsi:profile>Available In Office</xsi:profile>
      <xsi:availableInOffice>
        <xsi:additionalPhoneNumberToRing>
        tel:604</xsi:additionalPhoneNumberToRing>
        <xsi:busySetting>
          <xsi:action>Transfer To Voice Mail</xsi:action>
        </xsi:busySetting>
        <xsi:noAnswerSetting>
          <xsi:action>Transfer To Voice Mail</xsi:action>
        </xsi:noAnswerSetting>
      </xsi:availableInOffice>
      <xsi:availableOutOfOffice>
        <xsi:incomingCalls>
          <xsi:action>Transfer To Voice Mail</xsi:action>
        </xsi:incomingCalls>
        <xsi:incomingCallNotify>
          <xsi:sendEmail>false</xsi:sendEmail>
        </xsi:incomingCallNotify>
      </xsi:availableOutOfOffice>
      <xsi:busy>
        <xsi:incomingCalls>
          <xsi:sendCallsToVoiceMailExceptExcludedAddresses>
          false</xsi:sendCallsToVoiceMailExceptExcludedAddresses>
        </xsi:incomingCalls>
        <xsi:voiceMailNotify>
          <xsi:sendEmail>false</xsi:sendEmail>
        </xsi:voiceMailNotify>
      </xsi:busy>
      <xsi:unavailable>
        <xsi:incomingCalls>
          <xsi:sendCallsToVoiceMailExceptExcludedAddresses>
          false</xsi:sendCallsToVoiceMailExceptExcludedAddresses>
        </xsi:incomingCalls>
        <xsi:voiceMailGreeting>No Answer</xsi:voiceMailGreeting>
      </xsi:unavailable>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.26 SequentialRingEvent

A *SequentialRingEvent* is generated when subscribing to the Sequential Ringing event package. An event is generated when the Sequential Ringing service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>f2987b1d-1a0a-4f83-9ac7-d08d5858d4de</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  e60ffcf2-21e7-4343-a5ce-e718407826c5</xsi:subscriptionId>
  <xsi:channelId>
  1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:SequentialRingEvent">
    <xsi:info>
      <xsi:ringBaseLocationFirst>true</xsi:ringBaseLocationFirst>
      <xsi:baseLocationNumberOfRings>
      3</xsi:baseLocationNumberOfRings>
      <xsi:continueIfBaseLocationIsBusy>
      true</xsi:continueIfBaseLocationIsBusy>
      <xsi:callerMayStopSearch>true</xsi:callerMayStopSearch>
      <xsi:location1>
        <xsi:address>tel:604</xsi:address>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
        false</xsi:answerConfirmationRequired>
      </xsi:location1>
      <xsi:location2>
        <xsi:address>tel:5007003333</xsi:address>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
        false</xsi:answerConfirmationRequired>
      </xsi:location2>
      <xsi:location3>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
        false</xsi:answerConfirmationRequired>
      </xsi:location3>
      <xsi:location4>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
        false</xsi:answerConfirmationRequired>
      </xsi:location4>
      <xsi:location5>
        <xsi:numberOfRings>3</xsi:numberOfRings>
        <xsi:answerConfirmationRequired>
        false</xsi:answerConfirmationRequired>
      </xsi:location5>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.27 SimultaneousRingPersonalEvent

A *SimultaneousRingPersonalEvent* is generated when subscribing to the Simultaneous Ringing Personal event package. An event is generated when the Simultaneous Ringing Personal service configuration is modified or after a subscription is added or refreshed.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>c3ac598d-4757-45d7-a0ba-2f1ac02d1206</xsi:eventID>
  <xsi:sequenceNumber>1</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apid1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  3781f06e-d5c4-4b41-8e80-79cab0d9c54b</xsi:subscriptionId>
  <xsi:channelId>
  1a095a63-7efa-4d07-9737-b6a1e5cb339c</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:SimultaneousRingPersonalEvent">
    <xsi:info>
      <xsi:active>true</xsi:active>
      <xsi:incomingCalls>Do not Ring if on a
      Call</xsi:incomingCalls>
      <xsi:simRingLocations>
        <xsi:simRingLocation>
          <xsi:address>tel:604</xsi:address>
          <xsi:answerConfirmationRequired>
          true</xsi:answerConfirmationRequired>
        </xsi:simRingLocation>
        <xsi:simRingLocation>
          <xsi:address>tel:610</xsi:address>
          <xsi:answerConfirmationRequired>
          true</xsi:answerConfirmationRequired>
        </xsi:simRingLocation>
        <xsi:simRingLocation>
          <xsi:address>tel:5007003333</xsi:address>
          <xsi:answerConfirmationRequired>
          true</xsi:answerConfirmationRequired>
        </xsi:simRingLocation>
      </xsi:simRingLocations>
    </xsi:info>
  </xsi:eventData>
</xsi:Event>
```


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4.7.28 Subscription Event

A Subscription event reports a change associated with a subscription. The only Subscription event available is the *SubscriptionTerminatedEvent*.

4.7.28.1 SubscriptionTerminatedEvent

A *SubscriptionTerminatedEvent* is generated when a subscription terminates.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:SubscriptionEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:eventID>a9d5e4b7-2b14-4139-ba60-bb807dbd2448</xsi:eventID>
  <xsi:sequenceNumber>2</xsi:sequenceNumber>
  <xsi:userId>asouth@mtlasdev87.net@mtlasdev87.net</xsi:userId>
  <xsi:externalApplicationId>apId1</xsi:externalApplicationId>
  <xsi:subscriptionId>
  f39acc1f-1349-4293-a940-018dcd1b17dc</xsi:subscriptionId>
  <xsi:channelId>
  726bfd81-799c-473a-9e32-ed7063ef0b2f</xsi:channelId>
  <xsi:targetId>south03@mtlasdev87.net</xsi:targetId>
  <xsi:eventData xsi1:type="xsi:SubscriptionTerminatedEvent" />
</xsi:Event>
```

4.7.29 Channel Event

A Channel event reports a change associated with a channel. The only Channel event available is the *ChannelTerminatedEvent*.

4.7.29.1 ChannelTerminatedEvent

A *ChannelTerminatedEvent* is generated when a channel terminates.

Example

```
<?xml version="1.0" encoding="UTF-8"?>
<xsi:Event xsi1:type="xsi:ChannelTerminatedEvent"
xmlns:xsi1="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsi="http://schema.broadsoft.com/xsi">
  <xsi:channelId>726bfd81-799c-473a-9e32-
ed7063ef0b2f</xsi:channelId>
  <xsi:reason>MaxChannelsReached</xsi:reason>
</xsi:Event>
```


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5 XML Schema

The Release 19.0 XML schema is made available through the *Rel19.0_XsiCTISchema_366433.zip* file. This file contains three archive files:

- *Rel19.0_XSISchema_366433.zip*: Contains the Xtended Services Interface (Xsi) schema files.
- *Rel19.0_CTISchema_366433.zip*: Contains the Computer Telephony Interface (CTI) schema files.
- *Rel19.0_XSPXMLSchema_366433.zip*: Contains the XspXMLInterface schema file required by the CTI interface.

The *Rel19.0_XSISchema_366433.zip* file listed above contains the various types that are used in the message body of requests and responses of the Xtended Services Interface version 19.0. The following files are available in this archive file:

- *XSISchema.xsd* – This file is the base file for the Xtended Services Interface XML schema files. This file references all included files.
- *XSIDataTypes.xsd* – This file contains the base definitions for types that are used in other schema files.
- *XSIBaseEvent.xsd* – This file contains the base definitions for types that are used in events.
- *System/XSISystem.xsd* – This file contains the types that are used in application controller requests and responses.
- *Events/XSIChannel.xsd* – This file contains the types that are used in event channel requests and responses.
- *Events/XSISubscription.xsd* – This file contains the types that are used in event subscription requests and responses.
- *CallSession/XSICallSession.xsd* – This file contains the types that are used in call and conference requests, responses, and events.
- *CallSession/Events/XSICallSessionEvents.xsd* – This file contains the events that are sent in the context of a basic call, standard call, or advanced call subscription.
- *ACD/XSIACD*.xsd – This file contains the types that are used in ACD requests, responses, and events.
- *ACD/Events/XSIACDEvents*.xsd – This file contains the events that are sent in the context of a call center queue subscription and call center monitoring subscription.
- *RoutePoint/XSIRoutePoint*.xsd – This file contains the types that are used in route point requests, responses, and events.
- *RoutePoint/Events/XSIRoutePointEvents*.xsd – This file contains the events that are sent in the context of a route point queue subscription.
- *Agent/XSIAgent.xsd* – This file contains the types that are used in agent requests, responses, and events.

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- *Agent/Events/XSIAgentEvents.xsd* – This file contains the events that are sent in the context of a call center agent subscription and call center agent monitoring subscription.
- *MeetMeConference/XSIMeetMeConference*.xsd – This file contains the types that are used in Meet-Me Conferencing requests, responses, and events.
- *MeetMeConference/Events/XSIMeetMeConferenceEvents*.xsd – This file contains the events that are sent in the context of a Meet-Me Conferencing subscription.
- *Services/XSI<x>.xsd* – This file the types that are used in requests, responses, and events that are related to service x configuration.
- *Services/Events/XSIBroadWorksAnywhereEvents*.xsd – This file contains the events that are sent in the context of a BroadWorks Anywhere subscription.
- *Services/Events/XSICallEvents*.xsd – This file contains the events that are sent in the context of a call transfer or call waiting subscription.
- *Services/Events/XSICallForwardingEvents*.xsd – This file contains the events that are sent in the context of a call forwarding subscription.
- *Services/Events/XSICallParkEvents*.xsd – This file contains the events that are sent in the context of a call park subscription.
- *Services/Events/XSICallRecordingEvents*.xsd – This file contains the events that are sent in the context of a call recording subscription.
- *Services/Events/XSICommPilotExpressEvents*.xsd – This file contains the events that are sent in the context of a CommPilot Express subscription.
- *Services/Events/XSIDoNotDistrubEvents*.xsd – This file contains the events that are sent in the context of a do not disturb subscription.
- *Services/Events/XSIHotelingGuestEvents*.xsd – This file contains the events that are sent in the context of a hoteling guest subscription.
- *Services/Events/XSILastNumberRedialEvents*.xsd – This file contains the events that are sent in the context of a last number redial subscription.
- *Services/Events/XSIMusicOnHoldEvents*.xsd – This file contains the events that are sent in the context of Music on Hold subscription.
- *Services/Events/XSINWayCallEvents*.xsd – This file contains the events that are sent in the context of an n-way call subscription.
- *Services/Events/XSIRemoteOfficeEvents*.xsd – This file contains the events that are sent in the context of a remote office subscription.
- *Services/Events/XSISequentialRingEvents*.xsd – This file contains the events that are sent in the context of a sequential ring subscription.
- *Services/Events/XSISimultaneousRingPersonalEvents*.xsd – This file contains the events that are sent in the context of a simultaneous ring personal subscription.
- *Services/Events/XSIThirdPartyVoiceMailSupportEvents*.xsd – This file contains the events that are sent in the context of a third party voice mail support subscription.

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- *Services/Events/XSIThreeWayCallEvents*.xsd – This file contains the events that are sent in the context of a three-way call subscription.
- *Services/Events/XSIVoiceMessagingEvents*.xsd – This file contains the events that are sent in the context of a voice messaging subscription.
- *Directory/XSIDirectories.xsd* – This file contains the types that are used in directory requests and responses.
- *Profile/XSIProfile.xsd* – This file contains the types that are used in profile requests and responses.

5.1 Schema Updates

Enhancements and fixes to the schema are provided through new version of the archive file. Each schema file is named using the following convention:

Rel<x>_XsiCTISchema_<y>.zip

Where ***x*** is the Xsi interface version number and ***y*** is a unique identifier internal to BroadSoft.

For example, if a new feature is made available in release 19.0 through a feature patch and that a new schema file, *Rel19.sp1_XsiCTISchema_401212*, is published with it. A remote application can make use of this new Xsi functionality by using the XML types defined in this new file and setting the version number to 19.sp1 in the associated Xsi requests.

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[5] W3C. 2004. *W3C Recommendation 28, XML Schema Part 2: Datatypes Second Edition*. Available at http://www.w3.org/TR/xmlschema-2/#dateTime.

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[7] BroadSoft, Inc. 2012. *BroadWorks Feature Overview, Release 19.0*. Available from the BroadSoft Xchange at xchange.broadsoft.com.

[8] BroadSoft, Inc. 2012. *BroadWorks XS Mode Configuration Guide, Release 19.0.* Available from the BroadSoft Xchange at xchange.broadsoft.com.

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