

# Auto Attendant (AA)

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## View AA list

**Resource URI:** /auto-attendant

**Default Resource Properties:**

The resource is represented by the following properties when the GET request is performed:

Property	Description
autoattendant	The items displayed in the list.
name	Auto attendant name.
systemId	System ID
specialSelected	Determines whether the AA is active or not.

**Specific Response Codes:** N/A

**HTTP Method:** GET

Retrieves the list of auto-attendants configured.

**Examples:** XML format

```
<autoAttendant>
<name>Operator</name>
<systemId>operator</systemId>
<specialSelected>>false</specialSelected>
</autoAttendant>
<autoAttendant>
<name>After hours</name>
<systemId>afterhour</systemId>
<specialSelected>>false</specialSelected>
</autoAttendant>
</autoAttendants>
```

JSON format

```
{
```

```
"autoAttendants": [
```

```
  {"name": "Operator",
   "systemId": "operator",
   "specialSelected": false},
  {
   "name": "After hours",
   "systemId": "afterhour",
   "specialSelected": false}
}]
```

**Unsupported HTTP Methods:** POST, PUT, DELETE

## View or modify AAs special mode

**Resource URI:** /auto-attendant/specialmode

**Default Resource Properties:**

The resource is represented by the following properties when the GET request is performed:

Property	Description
specialMode	The status of the AAs' special mode. Displays <b>True</b> if the AA is on and <b>False</b> if the AA is off.

**Specific Response Codes:** N/A

**HTTP Method:** GET

Displays if the auto attendant is activated or not.

**Examples:** XML format

```
<specialAttendant>
<specialMode>true</specialMode>
</specialAttendant>
```

JSON format

```
{"specialAttendant": {
"specialMode": true}}
```

**HTTP Method:** PUT

The status is set to TRUE and the special mode is activated.

**HTTP Method:** DELETE

The status is set to FALSE and the special mode is deactivated.

**Unsupported HTTP Method:** POST

## Activate special mode for AA

**Resource URI:** /auto-attendant/special

**Default Resource Properties**

The resource is represented by the following properties when the GET request is performed:

Property	Description
SpecialMode	The status of the AA. Displays <b>True</b> if it is enabled or <b>False</b> if it is disabled.

**Specific Response Codes:** N/A

**HTTP Method:** GET

Displays if the auto attendant is activated or not.

**Examples:** XML format

```
<specialAttendant>
<specialMode>true</specialMode>
</specialAttendant>
```

JSON format

```
{"specialAttendant": {
"specialMode": true}}
```

**HTTP Method:** PUT

The status is set to **True** and the special mode is activated.

**HTTP Method:** DELETE

The status is set to **False** and the special mode is deactivated.

**Unsupported HTTP Method:** POST

## Set an AA as special

**Resource URI:** /auto-attendant/{attendant}/special

**Default Resource Properties:** N/A

**Specific Response Codes:**

*Error 400 - when {attendant} not found on PUT/DELETE (update/delete)*

*Error 409 - when special mode is true on DELETE*

**HTTP Method:** PUT

The auto attendant is special.

**HTTP Method:** DELETE

The attendant does not have the special feature.

**Unsupported HTTP Method:** GET, POST

## Enable an AA

**Resource URI:** /auto-attendant/livemode/{code}

**Default Resource Properties:** N/A

**Specific Response Codes:**

**HTTP Method:** PUT

The auto attendant with the specified code is enabled. Note that the code represents the phone's extension.

**HTTP Method:** DELETE

The auto attendant with the specified code is disabled. Note that the code represents the phone's extension.

**Unsupported HTTP Method:** GET, POST