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Service Client API Reference

Media namespace

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Learn about the Media namespace methods and type definitions in the Service Client API.

Methods

The Media namespace includes the following methods:

- `getMediaList`
- `getMediaByName`
- `setState`

getMediaList

Signature	<code>getMediaList(succeeded, failed) → {Array.}</code>									
Description	Get the list of media with attributes.									
Parameters	<table><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td><code>succeeded</code></td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td><code>failed</code></td><td>function</td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Description	<code>succeeded</code>	function	A function called when the operation succeeds.	<code>failed</code>	function	A function called when the operation fails.
Name	Type	Description								
<code>succeeded</code>	function	A function called when the operation succeeds.								
<code>failed</code>	function	A function called when the operation fails.								
Returns	Array.									

getMediaByName

Signature	<code>getMediaByName(name, succeeded, failed)</code>												
Description	Get the media attributes.												
Parameters	<table><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td><code>name</code></td><td>string</td><td>The media name.</td></tr><tr><td><code>succeeded</code></td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td><code>failed</code></td><td>function</td><td>A function</td></tr></tbody></table>	Name	Type	Description	<code>name</code>	string	The media name.	<code>succeeded</code>	function	A function called when the operation succeeds.	<code>failed</code>	function	A function
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<code>name</code>	string	The media name.											
<code>succeeded</code>	function	A function called when the operation succeeds.											
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Signature	getMediaByName(<i>name</i> , succeeded, failed)		
	Name	Type	Description
			called when the operation fails.

setState

Signature	setState(<i>name</i> , <i>stateOperationName</i> , succeeded, failed)		
Description	Sets the media state.		
Parameters	Name	Type	Description
	name	string	The media name.
	stateOperationName	string	An operationName from the agent states list. See State.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

Type definitions

The Media namespace includes the following object types:

- Media
- State
- Device

Media

Description	Represents the JSON structure of a media.
Type	Object

Description	Represents the JSON structure of a media.											
Properties	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>string</td> <td>The media name.</td> </tr> <tr> <td>state</td> <td>media.State</td> <td>The media state object.</td> </tr> </tbody> </table>	Name	Type	Description	name	string	The media name.	state	media.State	The media state object.		
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name	string	The media name.										
state	media.State	The media state object.										

State

Description	Represents the JSON structure of a media state.														
Type	Object														
Properties	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>type</td> <td>string</td> <td> The type of operation. Possible values are: <ul style="list-style-type: none"> • LOGOUT • READY • PARTIAL_READY * • NOT_READY • NOT_READY_ACTION_CODE • NOT_READY_AFTER_CALLW • NOT_READY_AFTER_CALLW • DND_ON • OUT_OF_SERVICE * • LOGOUT_DND_ON * • UNKNOWN * </td> </tr> <tr> <td>displayName</td> <td>string</td> <td>The display name of the state.</td> </tr> <tr> <td>operationName</td> <td>string</td> <td>The operation name to use with agent.setState and media.setState.</td> </tr> </tbody> </table>	Name	Type	Description	type	string	The type of operation. Possible values are: <ul style="list-style-type: none"> • LOGOUT • READY • PARTIAL_READY * • NOT_READY • NOT_READY_ACTION_CODE • NOT_READY_AFTER_CALLW • NOT_READY_AFTER_CALLW • DND_ON • OUT_OF_SERVICE * • LOGOUT_DND_ON * • UNKNOWN * 	displayName	string	The display name of the state.	operationName	string	The operation name to use with agent.setState and media.setState.		
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displayName	string	The display name of the state.													
operationName	string	The operation name to use with agent.setState and media.setState.													

* States that are limited to an event and can't be applied by code

Device

Description	Represents the JSON structure of a media.									
Type	Object									
Properties	<table border="1"> <thead> <tr> <th data-bbox="816 468 1032 510">Name</th> <th data-bbox="1032 468 1239 510">Type</th> <th data-bbox="1239 468 1456 510">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="816 510 1032 810">number</td> <td data-bbox="1032 510 1239 810">string</td> <td data-bbox="1239 510 1456 810"> The phone number configured for an agent - the physical DN. Note: This property is applicable only for voice data. </td> </tr> <tr> <td data-bbox="816 810 1032 1283">dynamicPhoneNumber</td> <td data-bbox="1032 810 1239 1283">string</td> <td data-bbox="1239 810 1456 1283"> The dynamic phone number configured for the agent for the session. Note: This property is applicable only for voice data. This property is applicable only when there is an alternate phone number and applicable for the current session only. </td> </tr> </tbody> </table>	Name	Type	Description	number	string	The phone number configured for an agent - the physical DN. Note: This property is applicable only for voice data.	dynamicPhoneNumber	string	The dynamic phone number configured for the agent for the session. Note: This property is applicable only for voice data. This property is applicable only when there is an alternate phone number and applicable for the current session only.
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