Service Client API Reference

Media namespace

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Contents

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	getMediaList(succeeded, failed) → {Array.}
Description	Get the list of media with attributes.

Parameters	Name	Type	Description
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

Returns	Array.

getMediaByName

Signature	getMediaByName(*name*, succeeded, failed)
Description	Get the media attributes.

Parameters	Name	Type	Description
	name	string	The media name.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function

Signature	getMediaByName(*name*, succeeded, failed)

Name	Type	Description
		called when the operation fails.

setState

Signature	setState(*name*, *stateOperationName*, succeeded, failed)
Description	Sets the media state.

	Name	Type	Description
	name	string	The media name.
Parameters	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	**Name**	**Type**	**Description**
	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	**Name**	**Type**	**Description**
	type	string	The type of operation. Possible values are: - LOGOUT - READY - PARTIAL_READY * - NOT_READY - NOT_READY_ACTION_CODE - NOT_READY_AFTER_CALLWO - NOT_READY_AFTER_CALLWO - 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.

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	**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.