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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 border="1"><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 border="1"><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.											
<code>failed</code>	function	A function											

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.		
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	<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	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.