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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	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	<code>getMediaByName(name, succeeded, failed)</code>		
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(<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		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: <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.

* 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.