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# Service Client API Reference

Voice namespace

9/19/2024

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Learn about the Voice namespace methods in the Service Client API.

## Methods

The Voice namespace includes the following methods:

- answer
- dial
- dialEx
- hangUp
- hold
- resume
- pauseCallRecording
- resumeCallRecording
- startCallRecording
- stopCallRecording
- isMicrophoneMute
- muteMicrophone
- unmuteMicrophone
- isSpeakerMute
- muteSpeaker
- unmuteSpeaker

### answer

<b>Signature</b>	answer('interactionId', succeeded, failed)												
<b>Description</b>	Answers the incoming call.												
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function
Name	Type	Argument	Description										
interactionId	string		The interaction identifier										
succeeded	function		A function										

<b>Signature</b>	answer('interactionId', succeeded, failed)			
	<b>Name</b>	<b>Type</b>	<b>Argument</b>	<b>Description</b>
				called when the operation succeeds.
	failed	function		A function called when the operation fails.

## dial

<b>Signature</b>	dial(destination, userData, succeeded, failed)			
<b>Description</b>	Calls the destination in the same way Workspace Web Edition calls the destination from Team Communicator.			
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Argument</b>	<b>Description</b>
	destination	string		The call destination number.
	userData	object		The attached user data key/value object that is updated with each interaction event.
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## dialEx

<b>Signature</b>	<code>dialEx(destination, userData, extensions, succeeded, failed)</code>																								
<b>Description</b>	Calls the destination with the attached data and extensions.																								
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>destination</td><td>string</td><td></td><td>The call destination number.</td></tr><tr><td>userData</td><td>object</td><td></td><td>The attached user data key/value object. Set an undefined or empty JSON object if you don't want to set any user data.</td></tr><tr><td>extensions</td><td>object</td><td></td><td>The extensions key/value object. Set an undefined or empty JSON object if you don't want to set any extensions.</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	destination	string		The call destination number.	userData	object		The attached user data key/value object. Set an undefined or empty JSON object if you don't want to set any user data.	extensions	object		The extensions key/value object. Set an undefined or empty JSON object if you don't want to set any extensions.	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
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destination	string		The call destination number.																						
userData	object		The attached user data key/value object. Set an undefined or empty JSON object if you don't want to set any user data.																						
extensions	object		The extensions key/value object. Set an undefined or empty JSON object if you don't want to set any extensions.																						
succeeded	function		A function called when the operation succeeds.																						
failed	function		A function called when the operation fails.																						

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## hangUp

<b>Signature</b>	hangUp('interactionId', succeeded, failed)																
<b>Description</b>	Releases the incoming call.																
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
Name	Type	Argument	Description														
interactionId	string		The interaction identifier														
succeeded	function		A function called when the operation succeeds.														
failed	function		A function called when the operation fails.														

## hold

<b>Signature</b>	hold('interactionId', succeeded, failed)																
<b>Description</b>	Holds the incoming call.																
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
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failed	function		A function called when the operation fails.														

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## resume

<b>Signature</b>	resume('interactionId', succeeded, failed)																
<b>Description</b>	Resumes the held call.																
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
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failed	function		A function called when the operation fails.														

## pauseCallRecording

<b>Signature</b>	pauseCallRecording('interactionId', succeeded, failed)																
<b>Description</b>	Pause the call recording.																
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
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failed	function		A function called when the operation fails.														

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## resumeCallRecording

<b>Signature</b>	resumeCallRecording('interactionId', succeeded, failed)																
<b>Description</b>	Resumes the call recording.																
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
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failed	function		A function called when the operation fails.														

## startCallRecording

<b>Signature</b>	startCallRecording('interactionId', succeeded, failed)																
<b>Description</b>	Starts the call recording.																
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
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interactionId	string		The interaction identifier														
succeeded	function		A function called when the operation succeeds.														
failed	function		A function called when the operation fails.														

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## stopCallRecording

<b>Signature</b>	stopCallRecording('interactionId', succeeded, failed)																
<b>Description</b>	Stops the call recording.																
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td></td><td>The interaction identifier</td></tr><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	interactionId	string		The interaction identifier	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
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failed	function		A function called when the operation fails.														

## isMicrophoneMute

<b>Signature</b>	isMicrophoneMute(succeeded, failed)												
<b>Description</b>	Get the mute state of the microphone of the SIP Endpoint.												
<b>Parameters</b>	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>succeeded</td><td>function</td><td></td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td></td><td>A function called when the operation fails.</td></tr></tbody></table>	Name	Type	Argument	Description	succeeded	function		A function called when the operation succeeds.	failed	function		A function called when the operation fails.
Name	Type	Argument	Description										
succeeded	function		A function called when the operation succeeds.										
failed	function		A function called when the operation fails.										

## muteMicrophone

<b>Signature</b>	muteMicrophone(succeeded, failed)
<b>Description</b>	Mute the microphone of the SIP Endpoint.

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<b>Signature</b>	muteMicrophone(succeeded, failed)			
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Argument</b>	<b>Description</b>
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## unmuteMicrophone

<b>Signature</b>	unmuteMicrophone(succeeded, failed)			
<b>Description</b>	Unmute the microphone of the SIP Endpoint.			
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Argument</b>	<b>Description</b>
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## isSpeakerMute

<b>Signature</b>	isSpeakerMute(succeeded, failed)			
<b>Description</b>	Get the mute state of the speaker of the SIP Endpoint.			
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Argument</b>	<b>Description</b>
	succeeded	function		A function called when the operation succeeds.

<b>Signature</b>	isSpeakerMute(succeeded, failed)		
	<b>Name</b>	<b>Type</b>	<b>Argument</b>
	failed	function	A function called when the operation fails.

### muteSpeaker

<b>Signature</b>	muteSpeaker(succeeded, failed)		
<b>Description</b>	Mute the speaker of the SIP Endpoint.		
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Argument</b>
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

### unmuteSpeaker

<b>Signature</b>	unmuteSpeaker(succeeded, failed)		
<b>Description</b>	Unmute the speaker of the SIP Endpoint.		
<b>Parameters</b>	<b>Name</b>	<b>Type</b>	<b>Argument</b>
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.