



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Service Client API Reference

Voice namespace

5/10/2024

Contents

- 1 Methods
 - 1.1 answer
 - 1.2 dial
 - 1.3 dialEx
 - 1.4 hangUp
 - 1.5 hold
 - 1.6 resume
 - 1.7 pauseCallRecording
 - 1.8 resumeCallRecording
 - 1.9 startCallRecording
 - 1.10 stopCallRecording
 - 1.11 isMicrophoneMute
 - 1.12 muteMicrophone
 - 1.13 unmuteMicrophone
 - 1.14 isSpeakerMute
 - 1.15 muteSpeaker
 - 1.16 unmuteSpeaker

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

Signature	answer('interactionId', succeeded, failed)			
Description	Answers the incoming call.			
Parameters				
	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function

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

dial

Signature	dial(destination, userData, succeeded, failed)			
Description	Calls the destination in the same way Workspace Web Edition calls the destination from Team Communicator.			
Parameters	Name	Type	Argument	Description
	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

Signature	dialEx(<i>destination, userData, extensions, succeeded, failed</i>)			
Description	Calls the destination with the attached data and extensions.			
Parameters	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.

hangUp

Signature	hangUp('interactionId', succeeded, failed)			
Description	Releases the incoming call.			
Parameters	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

Signature	hold('interactionId', succeeded, failed)			
Description	Holds the incoming call.			
Parameters	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.

resume

Signature	resume('interactionId', succeeded, failed)			
Description	Resumes the held call.			
Parameters	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.

pauseCallRecording

Signature	pauseCallRecording('interactionId', succeeded, failed)			
Description	Pause the call recording.			
Parameters	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.

resumeCallRecording

Signature	resumeCallRecording('interactionId', succeeded, failed)			
Description	Resumes the call recording.			
Parameters	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.

startCallRecording

Signature	startCallRecording('interactionId', succeeded, failed)			
Description	Starts the call recording.			
Parameters	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.

stopCallRecording

Signature	stopCallRecording('interactionId', succeeded, failed)			
Description	Stops the call recording.			
Parameters	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.

isMicrophoneMute

Signature	isMicrophoneMute(succeeded, failed)			
Description	Get the mute state of the microphone of the SIP Endpoint.			
Parameters	Name	Type	Argument	Description
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

muteMicrophone

Signature	muteMicrophone(succeeded, failed)
Description	Mute the microphone of the SIP Endpoint.

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

unmuteMicrophone

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

isSpeakerMute

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

Signature	isSpeakerMute(succeeded, failed)			
	Name	Type	Argument	Description
	failed	function		A function called when the operation fails.

muteSpeaker

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

unmuteSpeaker

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