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Service Client API Reference

Voice namespace

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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

Signature	answer('interactionId', succeeded, failed)															
Description	Answers the incoming call.															
Parameters	<table><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													

Signature	answer('interactionId', succeeded, failed)												
	<table data-bbox="820 297 1460 625"> <thead> <tr> <th data-bbox="833 297 931 340">Name</th><th data-bbox="931 297 1029 340">Type</th><th data-bbox="1029 297 1290 340">Argument</th><th data-bbox="1290 297 1460 340">Description</th></tr> </thead> <tbody> <tr> <td data-bbox="833 340 931 466"></td><td data-bbox="931 340 1029 466"></td><td data-bbox="1029 340 1290 466"></td><td data-bbox="1290 340 1460 466">called when the operation succeeds.</td></tr> <tr> <td data-bbox="833 466 931 625">failed</td><td data-bbox="931 466 1029 625">function</td><td data-bbox="1029 466 1290 625"></td><td data-bbox="1290 466 1460 625">A function called when the operation fails.</td></tr> </tbody> </table>	Name	Type	Argument	Description				called when the operation succeeds.	failed	function		A function called when the operation fails.
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	<table data-bbox="820 920 1460 1647"> <thead> <tr> <th data-bbox="833 920 931 963">Name</th><th data-bbox="931 920 1029 963">Type</th><th data-bbox="1029 920 1290 963">Argument</th><th data-bbox="1290 920 1460 963">Description</th></tr> </thead> <tbody> <tr> <td data-bbox="833 963 931 1036">destination</td><td data-bbox="931 963 1029 1036">string</td><td data-bbox="1029 963 1290 1036"></td><td data-bbox="1290 963 1460 1036">The call destination number.</td></tr> <tr> <td data-bbox="833 1036 931 1343">userData</td><td data-bbox="931 1036 1029 1343">object</td><td data-bbox="1029 1036 1290 1343"></td><td data-bbox="1290 1036 1460 1343">The attached user data key/value object that is updated with each interaction event.</td></tr> <tr> <td data-bbox="833 1343 931 1501">succeeded</td><td data-bbox="931 1343 1029 1501">function</td><td data-bbox="1029 1343 1290 1501"></td><td data-bbox="1290 1343 1460 1501">A function called when the operation succeeds.</td></tr> <tr> <td data-bbox="833 1501 931 1647">failed</td><td data-bbox="931 1501 1029 1647">function</td><td data-bbox="1029 1501 1290 1647"></td><td data-bbox="1290 1501 1460 1647">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 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.
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</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)			
Description	Calls the destination with the attached data and extensions.			
Parameters				
	Name	Type	Argument	Description
	<i>destination</i>	string		The call destination number.
	<i>userData</i>	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.
	<i>extensions</i>	object		The extensions key/value object. Set an undefined or empty JSON object if you don't want to set any extensions.
	<i>succeeded</i>	function		A function called when the operation succeeds.
	<i>failed</i>	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.