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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 border="1" data-bbox="820 297 1460 625"> <thead> <tr> <th data-bbox="833 297 948 340">Name</th><th data-bbox="948 297 1062 340">Type</th><th data-bbox="1062 297 1274 340">Argument</th><th data-bbox="1274 297 1460 340">Description</th></tr> </thead> <tbody> <tr> <td data-bbox="833 340 948 466"></td><td data-bbox="948 340 1062 466"></td><td data-bbox="1062 340 1274 466"></td><td data-bbox="1274 340 1460 466">called when the operation succeeds.</td></tr> <tr> <td data-bbox="833 466 948 625">failed</td><td data-bbox="948 466 1062 625">function</td><td data-bbox="1062 466 1274 625"></td><td data-bbox="1274 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 border="1" data-bbox="820 920 1460 1638"> <thead> <tr> <th data-bbox="833 920 948 963">Name</th><th data-bbox="948 920 1062 963">Type</th><th data-bbox="1062 920 1274 963">Argument</th><th data-bbox="1274 920 1460 963">Description</th></tr> </thead> <tbody> <tr> <td data-bbox="833 963 948 1047">destination</td><td data-bbox="948 963 1062 1047">string</td><td data-bbox="1062 963 1274 1047"></td><td data-bbox="1274 963 1460 1047">The call destination number.</td></tr> <tr> <td data-bbox="833 1047 948 1343">userData</td><td data-bbox="948 1047 1062 1343">object</td><td data-bbox="1062 1047 1274 1343"></td><td data-bbox="1274 1047 1460 1343">The attached user data key/value object that is updated with each interaction event.</td></tr> <tr> <td data-bbox="833 1343 948 1512">succeeded</td><td data-bbox="948 1343 1062 1512">function</td><td data-bbox="1062 1343 1274 1512"></td><td data-bbox="1274 1343 1460 1512">A function called when the operation succeeds.</td></tr> <tr> <td data-bbox="833 1512 948 1638">failed</td><td data-bbox="948 1512 1062 1638">function</td><td data-bbox="1062 1512 1274 1638"></td><td data-bbox="1274 1512 1460 1638">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.