

GENESYS

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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.			
	Name	Туре	Argument	Description
Parameters	interaction	d string		The interaction identifier
	succeeded	function		A function

Signature	answer('interactionId', succeeded, failed)			
	Name	Туре	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.				
	Name	Туре	Argument	Description	
	destination	string		The call destination number.	
Parameters	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(destination, userData, extensions, succeeded, failed)				
Description	Calls the destination with the attached data and extensions.				
	Name destination	Type string	Argument	Description 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.	
Parameters	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 cal	I.		
	Name	Туре	Argument	Description	
Parameters	interactionl	d 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 inc	oming call.			
	Name	Туре	Argument	Description	
Parameters	interactionl	d 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.			
	Name	Туре	Argument	Description
	interactionI	d string		The interaction identifier
Parameters	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 ca	Il recording.		
	Name	Туре	Argument	Description
Parameters	interactionI	d 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 recordin	g.	
	Name	Туре	Argument	Description
	interactionI	d string		The interaction identifier
Parameters	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 ca	ll recording.		
	Name	Туре	Argument	Description
Parameters	interactionI	d 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 cal	I recording.			
	Name	Туре	Argument	Description	
Parameters	interactionI	d string		The interaction identifier	
	succeeded	function		A function called when the operation succeeds.	
	failed	function		A function called when the operation fails.	

$is Microphone \\ Mute$

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

$unmute {\tt Microphone}$

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

$is {\sf SpeakerMute}$

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

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