

GENESYS

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.

Web Services API Reference

Device resource

Device resource

This resource is part of the Voice API section of the Web Services API.

Overview

Device resources include properties that show the current state of the user's device and the available operations for the current state. Devices are returned from GET requests to /api/v2/me/devices or GET requests to /api/v2/me?subresources=*. See Recovering existing state for examples. The device resource is also present in DeviceStateChangeMessages delivered to the client via CometD. The format of the device resource is identical in these two contexts, which lets clients more conveniently update their state.

Sample data

```
{
   "id":"efelab32-53f9-43ce-b65e-5768c61f7d4a".
   "deviceState":"Active",
   "userState":{
      "id": "9430250E-0A1B-421F-B372-F29E69366DED",
      "displayName":"Ready",
      "state": "Ready"
   },
   "phoneNumber":"5005",
   .
"e164Number":"5005"
   "telephonyNetwork": "Private",
   "doNotDisturb":"Off"
   "voiceEnvironmentUri": "http://127.0.0.1:8080/api/v2/voice-environments/
370ef5e6-9e3c-4d91-9588-7f4dfe67e011",
   "capabilities":[
       "ForwardCallsOn",
      "DoNotDisturbOn",
      "ListenIn",
      "Coach",
      "BargeIn",
      "CancelSupervisorMonitoring"
   ],
   "supervisorMonitoringState":{
      "state":"ListenIn",
"mode":"AllCalls",
      "scope":"Call",
      "targetDeviceUri": "http://127.0.0.1:8080/api/v2/devices/
9c14cad7-17c4-48d0-8492-7cf0ff92c224"
   }
}
```

Resource details

id The unique identifier for the call. deviceState The state of the device (Active, Inactive). userState The state of the user for this device. The userState contains the following list of structures: userState • id — The ID of the user state. phoneNumber The phone number assigned to this device. e164Number The phone number assigned to this device. e164Number The phone number assigned to this device. telephonyNetwork Piblic — A device that is connected over the PSTN via SIP Server. voiceEnvironmentUri The Do Not Disturb state for this device to Avaya. doNotDisturb The Do Not Disturb state for this device. Off). voiceEnvironmentUri The Do Not Disturb state for this device on the device rouses with ROLE_AGENT, hoposible values are: supervisorMonitoringState Its of capabilities currently available on the device belongs. supervisorMonitoringState The current state of the supervisor monitoring the device. The supervisor monitoring the device. This property is only present when supervisor monitoring state on this device. Possible values are ListenIn, Coach, or BargeIn. supervisorMonitoringState • state — The supervisor monitoring mode on this device. Possible values are NextCall or Allices.	Field	Description
InstructionThe state of the user for this device. The userState contains the following list of structures:userState• id — The ID of the user state.phoneNumber• displayNam" — The display name for the user state.e164NumberThe phone number assigned to this device.e164NumberThe phone number in e.164 format.telephonyNetwork• Public — A device that is connected over the PSTN via SIP Server.e10NotDisturbThe Do Not Disturb state for this device (On, Off).voiceEnvironmentUriThe Do Not Disturb state for this device.capabilitiesA list of capabilities currently available on the device belongs.capabilitiesA list of capabilities.supervisorMonitoringState• state — The supervisor monitoring state on this device. This property is only present when supervisor monitoring state on this device. Possible values are NextCall or	id	The unique identifier for the call.
userStatecontains the following list of structures: • id — The ID of the user state. • displayNam" — The display name for the user state. • state — The user state.phoneNumberThe phone number assigned to this device.e164NumberThe phone number in e.164 format.telephonyNetworkThe type of telephony network the device is associated with. The possible values are: • Public — A device that is connected over the PSTN via SIP Server.doNotDisturbThe Do Not Disturb state for this device (On, Off). VoiceEnvironmentUrivoiceEnvironmentUriThe Do Not Disturb state for this device (On, Off). The URI for the voice environment to which this device belongs.capabilitiesSupervisorMonitoring, MuteMonitoredUser, and UmuteMonitoredUser, and UmuteMonitoring, MuteMonitoredUser, and UmuteMonitoringStatesupervisorMonitoringState• state — The supervisor monitoring state on this device. Prossible values are Listenin, Coach, or Bargein. • state — The supervisor monitoring state on this device. Prossible values are Listenin, Coach, or Bargein.	deviceState	The state of the device (Active, Inactive).
userState• displayNam" — The display name for the user state. • state — The user state.phoneNumberThe phone number assigned to this device.e164NumberThe phone number in e.164 format.LelephonyNetworkThe type of telephony network the device is associated with. The possible values are: • Public — A device that is connected over the PSTN via SIP Server.doNotDisturbPrivate — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.doNotDisturbThe Do Not Disturb state for this device (On, Off). The URI for the voice environment to which this device belongs.capabilitiesA list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, Bargeln, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UmmuteMonitoredUser, and UmmuteMonitoredUser, enversiorMonitoringStatesupervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Bargeln.	userState	
• displayNam" — The display name for the user state. • the phone number in e.164 format. The type of telephony network the device is associated with. The possible values are: • Public — A device that is connected over the PSTN via SIP Server. • Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to SIP Server core service normal to which this device. For users with ROLE_SEGENT, the possible values are: DoNotDisturbOM, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: Listenin, Bargein, Coach, Serverisor		• id — The ID of the user state.
phoneNumber The phone number assigned to this device. e164Number The phone number in e.164 format. The type of telephony network the device is associated with. The possible values are: • Public — A device that is connected over the PSTN via SIP Server. telephonyNetwork • Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya. doNotDisturb The URI for the voice environment to which this device (On, Off). voiceEnvironmentUri The URI for the voice environment to which this device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOM, DoNotDisturbOT, DoNotDisturbOT, DoNotDisturbOT, DoNotDisturbOT, Additionally, users with ROLE_SUPENVISOR may see the following: ListenIn, BargeIn, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser. supervisorMonitoringState state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or BargeIn.		
e164Number The phone number in e.164 format. The type of telephony network the device is associated with. The possible values are: Public — A device that is connected over the PSTN via SIP Server. Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya. doNotDisturb The Do Not Disturb state for this device (On, Off). viceEnvironmentUri The URI for the voice environment to which this device longs. A list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: Listenin, Bargeln, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser, and UnmuteMonitoredUser. The supervisor monitoring the device. This property is only present when supervisorMonitoring state on the device. The supervisor monitoring state on this device. Possible values are Listenin, Coach, or Bargeln. state — The supervisor monitoring state on this device. Possible values are Listenin, Coach, or Bargeln. 		 state — The user state.
telephonyNetworkThe type of telephony network the device is associated with. The possible values are:telephonyNetwork• Public — A device that is connected over the PSTN via SIP Server.• Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.doNotDisturbThe Do Not Disturb state for this device (On, Off).voiceEnvironmentUriThe URI for the voice environment to which this device belongs.capabilitiesA list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: Listenin, Bargeln, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.supervisorMonitoringState• state — The supervisor monitoring the device. Possible values are ListenIn, Coach, or Bargeln.mode — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Bargeln.mode — The supervisor monitoring state on this device. Possible values are NextCall or	phoneNumber	The phone number assigned to this device.
associated with. The possible values are:telephonyNetworkPublic — A device that is connected over the PSTN via SIP Server.Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.doNotDisturbThe Do Not Disturb state for this device (On, Off).voiceEnvironmentUriThe URI for the voice environment to which this device belongs.capabilitiesA list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, Bargeln, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Bargeln.mode — The supervisor monitoring mode on this device. Possible values are NextCall or	e164Number	The phone number in e.164 format.
telephonyNetworkPSTN via SIP Server.• Private — Other deployment scenarios such as local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.doNotDisturbThe Do Not Disturb state for this device (On, Off).voiceEnvironmentUriThe URI for the voice environment to which this device belongs.capabilitiesA list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, Bargeln, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Bargeln.	telephonyNetwork	
local endpoints or IP phones connected to SIP Server or PBX hardphones connected to Avaya.doNotDisturbThe Do Not Disturb state for this device (On, Off).voiceEnvironmentUriThe URI for the voice environment to which this device belongs.capabilitiesA list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, BargeIn, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Brugerin.supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are NextCall or		
voiceEnvironmentUriThe URI for the voice environment to which this device belongs.capabilitiesA list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, BargeIn, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.supervisorMonitoringStateThe current state of the supervisor monitoring the device. This property is only present when supervisorMonitoringState contains the following list of structures:supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or BargeIn.		local endpoints or IP phones connected to SIP
VoiceEnVironmenturidevice belongs.capabilitiesA list of capabilities currently available on the device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, Bargeln, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.supervisorMonitoringStateThe current state of the supervisor monitoring the device. This property is only present when supervisorMonitoringState contains the following list of structures:supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or Bargeln.	doNotDisturb	The Do Not Disturb state for this device (On, Off).
capabilitiesdevice. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, BargeIn, Coach, CancelSupervisorMonitoring, MuteMonitoredUser, and UnmuteMonitoredUser.supervisorMonitoringStateThe current state of the supervisor monitoring the device. This property is only present when supervisor monitoringState contains the following list of structures:supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or BargeIn.mode — The supervisor monitoring mode on this device. Possible values are NextCall or	voiceEnvironmentUri	
device. This property is only present when supervisor monitoring is active on the device. The supervisorMonitoringState contains the following list of structures:supervisorMonitoringState• state — The supervisor monitoring state on this device. Possible values are ListenIn, Coach, or BargeIn.• mode — The supervisor monitoring mode on this device. Possible values are NextCall or	capabilities	device. For users with ROLE_AGENT, the possible values are: DoNotDisturbOn, DoNotDisturbOff, ForwardCallsOn, and ForwardCallsOff. Additionally, users with ROLE_SUPERVISOR may see the following: ListenIn, BargeIn, Coach, CancelSupervisorMonitoring, MuteMonitoredUser,
 device. Possible values are ListenIn, Coach, or BargeIn. mode — The supervisor monitoring mode on this device. Possible values are NextCall or 	supervisorMonitoringState	device. This property is only present when supervisor monitoring is active on the device. The supervisorMonitoringState contains the following list of structures:
		 device. Possible values are ListenIn, Coach, or BargeIn. mode — The supervisor monitoring mode on this device. Possible values are NextCall or

Field	Description
	 scope — The scope of supervisor monitoring. Possible values are Call or Agent.
	 targetDeviceUri — The URI of the device being monitored.
	• phoneNumber — The monitored phone number.
	 switchName — The name of the switch owning the phone number.