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Workspace Web Edition Developer's Guide and API Reference

Voice Namespace

Voice Namespace

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Methods

The Voice namespace includes the following methods:

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answer

Signature	answer('interactionId')								
Description	Answers the incoming call.								
Parameters	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Argument</th><th>Description</th></tr></thead><tbody><tr><td>interaction</td><td>string</td><td></td><td>The interaction identifier</td></tr></tbody></table>	Name	Type	Argument	Description	interaction	string		The interaction identifier
Name	Type	Argument	Description						
interaction	string		The interaction identifier						

dial

Name	Type	Argument	Description
destination	string		The call destination number.

Name	Type	Argument	Description
userData	object		The attached user data key/value object that is updated with each interaction event.

hangUp

Signature	hangUp('interactionId')										
Description	Releases the incoming call.										
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Argument</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interaction</td> <td>string</td> <td></td> <td>The interaction identifier</td> </tr> </tbody> </table>	Name	Type	Argument	Description	interaction	string		The interaction identifier		
Name	Type	Argument	Description								
interaction	string		The interaction identifier								

hold

Signature	hold('interactionId')										
Description	Holds the incoming call.										
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Argument</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interaction</td> <td>string</td> <td></td> <td>The interaction identifier</td> </tr> </tbody> </table>	Name	Type	Argument	Description	interaction	string		The interaction identifier		
Name	Type	Argument	Description								
interaction	string		The interaction identifier								

resume

Signature	resume('interactionId')										
Description	Resumes the held call.										
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Argument</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interaction</td> <td>string</td> <td></td> <td>The interaction identifier</td> </tr> </tbody> </table>	Name	Type	Argument	Description	interaction	string		The interaction identifier		
Name	Type	Argument	Description								
interaction	string		The interaction identifier								

pauseCallRecording

Name	Type	Description
interactionId	string	The unique identifier for the interaction.

resumeCallRecording

Name	Type	Description
interactionId	string	The unique identifier for the interaction.

startCallRecording

Name	Type	Description
interactionId	string	The unique identifier for the interaction.

stopCallRecording

Name	Type	Description
interactionId	string	The unique identifier for the interaction.

isMicrophoneMute

Signature	isMicrophoneMute()
Description	Get the mute state of the microphone of the SIP Endpoint.
Parameters	None.

muteMicrophone

Signature	muteMicrophone()
Description	Mute the microphone of the SIP Endpoint.
Parameters	None.

unmuteMicrophone

Signature	unmuteMicrophone()
Description	Unmute the microphone of the SIP Endpoint.
Parameters	None.

isSpeakerMute

Signature	isSpeakerMute()
Description	Get the mute state of the speaker of the SIP Endpoint.
Parameters	None.

muteSpeaker

Signature	muteSpeaker()
Description	Mute the speaker of the SIP Endpoint.
Parameters	None.

unmuteSpeaker

Signature	unmuteSpeaker()
Description	Unmute the speaker of the SIP Endpoint.
Parameters	None.