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Workspace Web Edition Developer's Guide and API Reference

Media Namespace

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Media Namespace

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Methods

The Media namespace includes the following methods:

- [getMediaList](#)
- [getMediaByName](#)
- [setState](#)

getMediaList

Signature	<static> getMediaList() → {Array.< media.Media >}
Description	Get the list of media with attributes.
Returns	Array.< media.Media >

getMediaByName

Signature	<static> getMediaByName(<i>name</i>)		
Description	Get the media attributes.		
Parameters	Name	Type	Description
	name	string	The media name.

setState

Signature	<static> setState(<i>name</i> , <i>stateOperationName</i>)		
Description	Sets the media state.		
Parameters	Name	Type	Description
	name	string	The media name.
	stateOperationName	string	An operationName from the agent states list. See State .

Type Definitions

The Media namespace includes the following object types:

- [Media](#)
- [State](#)
- [Device](#)

Media

Description	Represents the JSON structure of a media.		
Type	Object		
Properties	Name	Type	Description
	name	string	The media name.
	state	media.State	The media state object.

State

Description	Represents the JSON structure of a media state.		
Type	Object		
Properties	Name	Type	Description
	type	string	The type of operation. Possible values are:
			• LOGOUT • READY • PARTIAL_READY * • NOT_READY • NOT_READY_ACTION_CODE • NOT_READY_AFTER_CALLW • NOT_READY_AFTER_CALLW • DND_ON • OUT_OF_SERVICE *

Description	Represents the JSON structure of a media state.		
	Name	Type	Description
			• LOGOUT_DND_ON * • UNKNOWN *
	displayName	string	The display name of the state.
	operationName	string	The operation name to use with <code>agent.setState</code> and <code>media.setState</code> .

* States that are limited to an event and can't be applied by code

Device

Description	Represents the JSON structure of a media.		
Type	Object		
Properties	Name	Type	Description
	number	string	The phone number configured for an agent - the physical DN. Note: This property is applicable only for voice data.
	dynamicPhoneNumber	string	The dynamic phone number configured for the agent for the session. Note: This property is applicable only for voice data. This property is applicable only when there is an alternate phone number and

Description		Represents the JSON structure of a media.		
		Name	Type	Description
				applicable for the current session only.