GENESYS™

Web Services API Reference

Dial Preview Record

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Dial Preview Record

This operation is part of the Outbound API section of the Web Services API.

Overview

To dial using an outbound record, you can use the Dial operation on the device — see Dial in the Voice API for details. In addition to the regular phone number, the client sets the user data received as part of **previewRecord**.

Request URL	api/v2/me/devices/{id}/calls
HTTP Method	POST
Required Features	api-voice-outbound, api-voice

Parameters

Parameter	Value
operationName	Dial
devicePath	The relative path to the device used for sending the TLib request.
outboundRecord	An outbound record resource.

Samples

Request

```
POST api/v2/me/devices/efe1ab32-53f9-43ce-b65e-5768c61f7d4a/calls
{
   "operationName": "Dial",
   "devicePath": "/devices/1234567890"
   "outboundRecord":
   {
     "recordHandle":431,
     "phoneNumber":"5001",
     "outboundCallerId":"410004343",
     ...
     "otherFields":
     {
       …
     }
```

```
    }
}
```

HTTP Response

```
{
  "statusCode": 0
}
```

CometD Response

```
{
  "data": {
    "notificationType": "StatusChange",
    "call": {
      "id": "013V08JRL498H1OI04000VTAES00000G",
      "state": "Dialing",
      "callUuid": "013V08JRL498H1OI04000VTAES00000G",
      "connId": "0071023821aec010",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/efe1ab32-53f9-43ce-
b65e-5768c61f7d4a",
      "participants":[
          {
              "e164Number":"",
              "formattedPhoneNumber":"5001",
              "phoneNumber":"5001",
              "digits":"5001"
          }
        ],
      "dnis": "5001",
      "callType": "Internal",
      "capabilities": [
        "DeleteUserDataPair",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "SendDtmf",
        "UpdateUserData"
      ],
      "duration": "0",
      "mute": "Off",
      "supervisorListeningIn": false,
      "monitoredUserMuted": false,
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/013V08JRL498H1OI04000VTAES00000G",
      "path": "/calls/013V08JRL498H1OI04000VTAES00000G"
    },
    "phoneNumber": "5005",
    "extensions": {
      "WrapUpTime": 0,
      "BusinessCall": 0
    },
    "messageType": "CallStateChangeMessage"
  },
  "channel": "/v2/me/calls"
```