



## 5.2 Desktop JavaScript API Specification

### Bright Pattern Documentation

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# Purpose

The Bright Pattern Contact Center *Desktop JavaScript API Specification* describes the Desktop JavaScript API that provides access to a number of functions of the Bright Pattern Contact Center Agent Desktop application from the web pages or iFrames loaded into this application from other domains.

For general information about the Bright Pattern Contact Center Agent Desktop application, see the [Agent Guide](#). For information about loading web pages into Agent Desktop from scenarios, see the *Scenario Builder Reference Guide*, section [Web Screen Pop](#) block.

# Audience

This guide is intended for the IT personnel responsible for the data infrastructure of Bright Pattern Contact Center-based contact centers. Readers of this guide are expected to have expertise in web application development as well as a solid understanding of contact center operations.

# General Information

The API supports a number of desktop telephony functions, including call initiation, voice and screen recording, interaction completion, and the setting of interaction dispositions and notes.

These functions are available via a global object called *window.bpspat.api*.

## Example

```
window.bpspat.api.dialNumber("1234567");
```

## Object Creation

The object is created when the script file is included in the web page loaded into the Agent Desktop application as follows:

```
<script type="text/javascript" src="[agent-desktop-web-server]/libs/servicepatternapi-dev.js"></script>
```

or

```
<script type="text/javascript" src="[agent-desktop-web-server]/agentdesktop/libs/servicepatternapi-dev.js"></script>
```

## Example

```
<script type="text/javascript" src="https://barco.brightpattern.com/libs/servicepatternapi-dev.js"></script>
```

or

```
<script type="text/javascript" src="https://barco.brightpattern.com/agentdesktop/libs/servicepatternapi-dev.js"></script>
```

# Dial Number

Makes a call to the specified number.

For more information, see the Bright Pattern Contact Center *Agent Guide*, section [How to Make an Internal Call](#) and section [How to Make an Outbound Call](#).

## Request

### Syntax

```
dialNumber(number);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
number	String	Required	The number to be dialed	"11234567"

# Select Service

Selects the service that will be associated with subsequent call attempts (until another service is selected using this method or via Agent Desktop). If omitted or empty, subsequent call attempts will not be associated with any service.

For more information, see the Bright Pattern Contact Center *Agent Guide*, section [How to Make an Internal Call](#) and section [How to Make an Outbound Call](#).

## Request

### Syntax

```
selectService(name);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
name	String	Optional	The name of the selected service	"Voice Service"

# Single-Step Transfer

Initiates a [single-step \(blind\) transfer](#) of the current call to the specified number.

## Request

### Syntax

```
singleStepTransfer(number);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
number	String	Required	The number to which the call is to be transferred	14151234567

# Single-Step Conference

Initiates a [single-step conference](#) with the current party on the call and the party at the specified number.

## Request

### Syntax

```
singleStepConference(number);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
number	String	Required	The number for which the call is to be conferenced	"16501234567"

# Terminate Interaction

Unlike [Complete Interaction](#), this method only [releases the communication channel](#) of the current interaction.

For example, if after-call work (ACW) is configured for the corresponding service, interaction processing will continue until ACW is completed.

## Request

### Syntax

```
terminateInteraction();
```

## Set Notes

Sets the [free-form notes](#) for the current interaction to the specified string.

## Request

### Syntax

```
setNotes(notes);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
notes	String	Required	The interaction notes	"Third time calling today."

## Set Disposition

Sets the [disposition](#) for the current interaction to the value corresponding to the [alphanumeric code specified for this disposition](#).

## Request

### Syntax

```
setDisposition(dispositionCode);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
dispositionCode	String	Required	The numeric code of the desired disposition	"12345"

# Set Disposition By Name

Sets the [disposition](#) for the current interaction by the [name specified of the disposition](#).

## Request

### Syntax

```
setDispositionByName(name);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
name	String	Required	The name of the desired disposition	"Product sold"

# Post Variable

Enables a variable to be pushed to a scenario as if the [Set Variable](#) block is included; the variable is then available in scenarios and [workflows](#).

## Request

### Syntax

```
postVariable(name, value);
```

### Parameters

Parameter	Type	Optional/Required	Description
name	String	Required	The name of the desired variable
value	String	Required	The resulting value of the variable

# Set Reporting Custom Field



Allows [custom reporting fields](#) to be entered during an agent's interaction with a customer; the method works like the [Set Custom Reporting Field](#) scenario block.

## Request

### Syntax

```
setReportingCustomField(name, value);
```

### Parameters

Parameter	Type	Optional/Required	Description	Example
name	String	Required	The name of the custom reporting field	"custom1"
value	String	Required	The resulting value of the custom reporting field	"\${(variable_in_field)}"

## Complete Interaction

[Completes](#) the current interaction.

If the interaction [requires a disposition](#) in order to be completed, Agent Desktop will show a warning message.

## Request

### Syntax

```
completeInteraction();
```

## Complete Interaction with Disposition and Notes

[Completes](#) the current interaction and [sets its disposition and notes](#) to the specified values (i.e., combines the actions of the [Set Notes](#), [Set Disposition](#), and [Complete Interaction](#) methods).

## Request

### Syntax

```
completeInteractionWithDisp(dispositionCode, notes);
```

## Parameters

Parameter	Type	Optional/Required	Description	Example
dispositionCode	String	Required	The <a href="#">alphanumeric code</a> of the desired disposition	"12345"
notes	String	Optional	The interaction notes	"Could not resolve. Not enough information."

# Get Call Recording Status

Requests the current status of voice recording of the current call.

## Request

### Syntax

```
getCallRecordingStatus(callback);
```

## Parameters

Parameter	Type	Optional/Required	Description
<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method

# Start Call Recording

Starts voice recording for the current call. For more information, see the Bright Pattern Contact Center *Agent Guide*, section [How to Record a Call](#).

Note that prior to Bright Pattern Contact Center version 3.8, this method was called *startCurrentCallRecording()*; and backward compatibility is preserved.

## Request

### Syntax

```
startCallRecording(callback);
```

## Parameters

Parameter	Type	Optional/Required	Description
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<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method
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## Stop Call Recording

Stops voice recording for the current call.

Note that prior to Bright Pattern Contact Center version 3.8, this method was called *stopCurrentCallRecording()*; and backward compatibility is preserved.

### Request

#### Syntax

```
stopCallRecording(callback);
```

#### Parameters

Parameter	Type	Optional/Required	Description
<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method

## Mute Call Recording

Mutes voice recording for the current call. Unlike [Stop Call Recording](#), this method will continue voice recording for the current call, but any voice signal will be replaced with silence.

### Request

#### Syntax

```
muteCallRecording(callback);
```

#### Parameters

Parameter	Type	Optional/Required	Description
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<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method
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## Unmute Call Recording

Unmutes the previously [muted](#) voice recording for the current call.

### Request

#### Syntax

```
unmuteCallRecording(callback);
```

#### Parameters

Parameter	Type	Optional/Required	Description
<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method

## Get Screen Recording Status

This function requests the current status of screen recording of the user session.

### Request

#### Syntax

```
getScreenRecordingStatus(callback);
```

#### Parameters

Parameter	Type	Optional/Required	Description
<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method

## Stop Screen Recording

Stops screen recording of the user session.

## Request

### Syntax

```
stopScreenRecording(callback);
```

### Parameters

Parameter	Type	Optional/Required	Description
<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method

## Pause Screen Recording

Pauses screen recording of the user session.

For the period when screen recording is paused, the recording will contain a static snapshot of the desktop at the moment when pause was applied.

## Request

### Syntax

```
pauseScreenRecording(callback);
```

### Parameters

Parameter	Type	Optional/Required	Description
<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method

## Resume Screen Recording

Resumes the previously [paused](#) screen recording of the user session.

## Request

## Syntax

```
resumeScreenRecording(callback);
```

## Parameters

Parameter	Type	Optional/Required	Description
<a href="#">callback</a>	Function	Required	Function that will be called upon completion of the method

# Pause Call and Screen Recording

Mutes call recordings and screen recordings using the following commands.

## Mute Call Recordings

Mutes call recording (e.g., when an agent opens a payment screen, a third-party web application loaded into Agent Desktop may issue the JavaScript command).

Note that it does not require loading API code on the application's page.

### Syntax

```
parent.frames.postMessage({'command': "MUTE_CALL_RECORDINGS"}, '*');
```

## Mute Screen Recordings

Mutes screen recording (e.g., when an agent opens a payment screen, a third-party web application loaded into Agent Desktop may issue the JavaScript command).

Note that it does not require loading API code on the application's page.

### Syntax

```
parent.frames.postMessage({'command': "MUTE_SCREEN_RECORDINGS"}, '*');
```

# Resume Call and Screen Recording

Uses the following commands to resume a call recording or screen recording that is currently muted.

## Unmute Call Recordings

Resumes call recording (e.g., when an agent exits a payment screen, a third-party web application loaded into Agent Desktop may issue the JavaScript command).

Note that it does not require loading API code on the application's page.

### Syntax

```
parent.frames.postMessage({'command': "UNMUTE_CALL_RECORDINGS"}, '*');
```

## Unmute Screen Recordings

Resumes screen recording (e.g., when an agent exits a payment screen, a third-party web application loaded into Agent Desktop may issue the Javascript command). Note that it does not require loading API code on the application's page.

### Syntax

```
parent.frames.postMessage({'command': "UNMUTE_SCREEN_RECORDINGS"}, '*');
```

## Callback

The function that is called upon completion of the call/screen recording methods.

### Syntax

```
callback = function(data) {  
  data.recording = 1/0;  
  data.muted = 1/0;  
  data.paused = 1/0;  
}
```

### Parameters

Parameter	Type	Description	Example
data.recording	Boolean	Indicates if voice/screen recording is currently in progress; note that voice recording is applied to interactions (calls), while screen recording is applied to user sessions	"1" (for true; recording is on)
data.muted	Boolean	Indicates if voice recording is currently muted; returned only for the voice recording methods	"0" (for false; recording is not muted)

data.paused	Boolean	Indicates if screen recording is currently paused; returned only for the screen recording methods	"1" (for false, recording is not paused)
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