



# ダイヤラモジュール

Desktop.dialerモジュールのに関連する通知イベントについて、リクエストを作成し、リッスンしますアウトダイヤルアクティビティ（エージェントが開始した顧客宛ての発信コール）。

## 例

```
import {
  Desktop
} from "@wxcc-desktop/sdk";

...

const outdial = await Desktop.dialer.startOutdial({
  data: {
    entryPointId: "1212312567",
    destination: "12078995678",
    direction: "OUTBOUND",
    attributes: {},
    mediaType: "telephony",
    outboundType: "CourtesyCallback"
  }
});

logger.info("Dialer outdial: ", outdial);

// List of available subscription events:
Desktop.dialer.addEventListener("eOutdialFailed", msg => logger.info(msg));
```

メモリリークを回避するためにイベントサブスクリプションを削除するには、以下のオプションがあります。

```
// Module supports removing added listeners like:
const listener = msg => logger.info(msg);
Desktop.dialer.addEventListener("eOutdialFailed", listener);
Desktop.dialer.removeEventListener("eOutdialFailed", listener);

// Module supports one-time added listeners like:
Desktop.dialer.addOnceEventListener("eOutdialFailed", listener);
Desktop.dialer.removeOnceEventListener("eOutdialFailed", listener);

// Module supports removing all listeners like:
Desktop.dialer.removeAllEventListeners();
```

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# メソッド

## startOutdial(data)

アウトダイヤルコールを開始します。

例

```
await Desktop.dialer.startOutdial({
  data: {
    entryPointId: "1212312567",
    destination: "12078995678",
    direction: "OUTBOUND",
    attributes: {},
    mediaType: "telephony",
    outboundType: "CourtesyCallback"
  }
});
```

パラメータ

名前	タイプ	説明	必須
data	オブジェクト	アウトダイヤルコールのオプション。	はい
-->entryPointId	文字列	エントリポイントの一意の識別子。	はい
-->destination	文字列	最終的な受信者のダイヤル番号。	はい
-->direction	文字列	ダイヤラから受信者へのコールの方向。	はい
-->attributes	オブジェクト	属性のオプション。	はい
-->mediaType	文字列	テレフォニー、ソーシャル、電子メール、チャットなどのメディアチャネルタイプ。	はい
-->outboundType	文字列	アウトダイヤル、サービスコールバックなどのアウトダイヤルコールのタイプ。	はい

戻り値

{Object} 取得されたデータを持つオブジェクト。

応答の例

```
const startOutdialResponse = {
  "data": {
    "agentId": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
    "eventType": "RoutingMessage",
    "interaction": {
      "callAssociatedData": {
```

```
"dn": {
  "agentEditable": false,
  "displayName": "dn",
  "name": "dn",
  "type": "STRING",
  "value": "8895579172"
},
"ronaTimeout": {
  "agentEditable": false,
  "displayName": "ronaTimeout",
  "name": "ronaTimeout",
  "type": "STRING",
  "value": "30"
},
"virtualTeamName": {
  "agentEditable": false,
  "displayName": "virtualTeamName",
  "name": "virtualTeamName",
  "type": "STRING",
  "value": "Outdial Queue-1"
}
},
"callAssociatedDetails": {
  "dn": "8895579172",
  "ronaTimeout": "30",
  "virtualTeamName": "Outdial Queue-1"
},
"callFlowParams": {
  "OutdialQueue": {
    "description": "(vteam, The Outdial Queue.)",
    "name": "OutdialQueue",
    "qualifier": "vteam",
    "value": "3264",
    "valueDataType": "string"
  }
},
"callProcessingDetails": {
  "QMgrName": "aqm",
  "QueueId": "3264",
  "dnis": "8895579172",
  "outdialTransferToQueueEnabled": "false",
  "ronaTimeout": "30",
  "taskToBeSelfServiced": "false",
  "tenantId": "133",
  "virtualTeamName": "Outdial Queue-1",
  "vteamId": "AXCLfZZU9S1oTdqE1OFZ"
},
"contactDirection": {
  "type": "OUTBOUND"
},
"currentVTeam": "3264",
"interactionId": "8da312bb-5349-4d97-89d9-7bedd01b8782",
"isFcManaged": false,
"isTerminated": false,
"media": {
  "8da312bb-5349-4d97-89d9-7bedd01b8782": {
    "holdTimestamp": null,
    "isHold": false,
    "mType": "mainCall",
    "mediaMgr": "vmm",
    "mediaResourceId": "8da312bb-5349-4d97-89d9-7bedd01b8782",
    "mediaType": "telephony",
    "participants": []
  }
}
```

```

    },
    "mediaChannel": "dialer",
    "mediaType": "telephony",
    "orgId": "f111e3af-1a45-42ef-9erf-4562354b8a25",
    "outboundType": "OUTDIAL",
    "owner": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
    "participants": {
      "7c867aa9-ec768-341a-b767-e5hd6ae7g701": {
        "channelId": "0717a2ce-76cd-4ba4-9053-71f2c78168b8",
        "consultState": null,
        "consultTimestamp": null,
        "dn": "8895579172",
        "hasJoined": false,
        "id": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
        "isConsulted": false,
        "isWrapUp": false,
        "joinTimestamp": null,
        "lastUpdated": 1612345959131,
        "name": "Jane Doe",
        "pType": "Agent",
        "queueId": "3264",
        "queueMgrId": "aqm",
        "sessionId": "3d017488-527a-4e89-9313-5d4eb353c789",
        "siteId": "472",
        "teamId": "960",
        "teamName": "Email_Team",
        "type": "Agent",
        "wrapUpTimestamp": null
      }
    },
    "previousVTeams": [],
    "state": "new",
    "workflowManager": null
  },
  "interactionId": "8da312bb-5349-4d97-89d9-7bedd01b8782",
  "mediaResourceId": "8da312bb-5349-4d97-89d9-7bedd01b8782",
  "orgId": "f111e3af-1a45-42ef-9erf-4562354b8a25",
  "queueMgr": "aqm",
  "ronaTimeout": 30,
  "trackingId": "cfe421df-f107-42f3-945b-a6da5dd13ccd",
  "type": "AgentOfferContact"
},
"orgId": "f111e3af-1a45-42ef-9erf-4562354b8a25",
"trackingId": "notifs_a6cfbcc4-7a8c-4a2e-a9d5-6c23683cdcb7",
"type": "RoutingMessage"
}

```

## イベント

### eOutdialFailed

アウトダイヤルコールは成功しませんでした。

例

```
Desktop.dialer.addEventListener("eOutdialFailed", msg => logger.info(msg));
```

応答の例

```
const eOutdialFailed = {
  "agentId": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
  "eventType": "RoutingMessage",
  "interaction": {
    "callAssociatedData": {
      "dn": {
        "agentEditable": false,
        "displayName": "dn",
        "name": "dn",
        "type": "STRING",
        "value": "8895579172"
      },
      "ronaTimeout": {
        "agentEditable": false,
        "displayName": "ronaTimeout",
        "name": "ronaTimeout",
        "type": "STRING",
        "value": "30"
      },
      "virtualTeamName": {
        "agentEditable": false,
        "displayName": "virtualTeamName",
        "name": "virtualTeamName",
        "type": "STRING",
        "value": "Outdial Queue-1"
      }
    },
    "callAssociatedDetails": {
      "dn": "8895579172",
      "ronaTimeout": "30",
      "virtualTeamName": "Outdial Queue-1"
    },
    "callFlowParams": {
      "OutdialQueue": {
        "description": "(vteam, The Outdial Queue.)",
        "name": "OutdialQueue",
        "qualifier": "vteam",
        "value": "3264",
        "valueDataType": "string"
      }
    },
    "callProcessingDetails": {
      "QMgrName": "aqm",
      "QueueId": "3264",
      "dnis": "8895579172",
      "outdialTransferToQueueEnabled": "false",
      "ronaTimeout": "30",
      "taskToBeSelfServiced": "false",
      "tenantId": "133",
      "virtualTeamName": "Outdial Queue-1",
      "vteamId": "AXCLfZZU9SloTdqe10FZ"
    },
    "contactDirection": {
      "type": "OUTBOUND"
    },
    "currentVTeam": "3264",
    "interactionId": "d87dac90-4f81-486c-8deb-b94bbcd21e92",
    "isFcManaged": false,
    "isTerminated": true,
    "media": {
      "d87dac90-4f81-486c-8deb-b94bbcd21e92": {
        "holdTimestamp": null,
        "isHold": false,
        "mType": "mainCall",
      }
    }
  }
}
```

```
        "mediaMgr": "vmm",
        "mediaResourceId": "d87dac90-4f81-486c-8deb-b94bbcd21e92",
        "mediaType": "telephony",
        "participants": [
            ]
        }
    },
    "mediaChannel": "dialer",
    "mediaType": "telephony",
    "orgId": "f111e3af-1a45-42ef-9erf-4562354b8a25",
    "outboundType": "OUTDIAL",
    "owner": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
    "participants": {
        "7c867aa9-ec768-341a-b767-e5hd6ae7g701": {
            "channelId": "0717a2ce-76cd-4ba4-9053-71f2c78168b8",
            "consultState": null,
            "consultTimestamp": null,
            "dn": "8895579172",
            "hasJoined": false,
            "id": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
            "isConsulted": false,
            "isWrapUp": false,
            "joinTimestamp": null,
            "lastUpdated": 1612346591051,
            "name": "John Doe",
            "pType": "Agent",
            "queueId": "3264",
            "queueMgrId": "aqm",
            "sessionId": "3d017488-527a-4e89-9313-5d4eb353c789",
            "siteId": "472",
            "teamId": "960",
            "teamName": "Email_Team",
            "type": "Agent",
            "wrapUpTimestamp": null
        }
    },
    "previousVTeams": [
    ],
    "state": "new",
    "workflowManager": null
},
"interactionId": "d87dac90-4f81-486c-8deb-b94bbcd21e92",
"mediaType": "telephony",
"orgId": "f111e3af-1a45-42ef-9erf-4562354b8a25",
"queueId": "3264",
"queueMgr": "aqm",
"reason": "CUSTOMER_UNAVAILABLE",
"reasonCode": 500,
"trackingId": "09f0d9fd-6cad-48a4-a906-be1b09a8fdc0",
"type": "AgentOutboundFailed"
}
```