

Update PhoneCalls

This document describes the UnifiedAPI requests that update phone calls.

Update PhoneCall requests

The requests below enable you to update an existing phone call. The following action are available:

Request	Description
Park	Parks a phone call.
UnPark	Connects to a phone call that was previously parked.
OnHold	Puts on hold an existing phone call.
OffHold	Connects a phone call that is put on hold.
StartRecording	Starts recording a phone call.
StopRecording	Stops the recording of a phone call.
PickUp	Picks up a phone call received on another phone terminal.
Bargain	Barges in on a phone call. Useful to communicate with queue agents.
Whisper	Whispers on a call. Useful to communicate with queue agents.
Transfer	Transfers a phone call to another phone number.
TransferToVoicemail	Transfers a call to voicemail

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