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Workspace Desktop Edition Developer's Guide

[Callback](#)

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Callback



Purpose: To provide information about callback commands.
Available since: 8.1.300.17

Learn about Callback Commands

The commands in this page are restricted to callback operations. However, callback interactions are extended open media interactions and can be used as such in open media commands. You can also use specific **Open Media** which apply to open media interactions in some GUI components.

Read **Use Customizable Commands** to see code snippets which demonstrate the usage of the commands.

Managing Callback Interactions

Open media commands cover the following features (this list is not exhaustive):

- Accept and decline;
- Place in queue;
- Transfer;
- Move to workbins.

Chains of Commands to Manage Callback Interactions

Default commands	Parameters
Chain InteractionCallbackAccept	
• AcceptCallback	• CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia">Genesyslab.Desktop.Modules.OpenMedia • Extensions: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
Chain InteractionCallbackActiveCustomerSession	
• ActiveCustomerSessionCallback	• CommandParameter: IInteractionCallback<ref name="IInteractionCallback" > Genesyslab.Desktop.Modules.Callback.Model.Interactions.IInteraction

Default commands	Parameters
Chain InteractionCallbackCompleteCustomerSession	
CompleteCustomerSessionCallback	CommandParameter: IInteractionCallback<ref name="IInteractionCallback" />
Chain InteractionCallbackDecline Updated since: 8.1.300.17	
DeclineCallback	- CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Close	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionCallbackIsPossibleToClose	
IsPossibleToClose	CommandParameter: IInteractionCallback<ref name="IInteractionCallback" />
Chain InteractionCallbackParkParent	
ParkCallback	CommandParameter: IInteraction<ref name="IInteraction">Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction</ref>
Chain InteractionCallbackPullParent	
PullCallback	- CommandParameter: IInteraction<ref name="IInteraction" /> - IW_WebcallbackInteractionId: String<ref name="String">System.String</ref>
Chain InteractionCallbackWorkflow Updated since: 8.1.300.17	
RescheduleCallback	CommandParameter: IInteractionCallback<ref name="IInteractionCallback" />
UpdateInteractionUCS	CommandParameter: IInteraction<ref name="IInteraction" />

Default commands	Parameters
MarkProcessedCallback	CommandParameter: IInteractionCallback<ref name="IInteractionCallback" />
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	- CommandParameter: IInteraction<ref name="IInteraction" /> - AttachedData: KeyValueCollection<ref name="KeyValueCollection" />
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
UpdateNotePadForVoice Available since: 8.1.300.17	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
IsPossibleToClose	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
Close	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
StopInteractionVoiceUCS	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
GetOutboundPreviewRecord	CommandParameter: ICampaign<ref name="ICampaign" > Genesyslab.Enterprise.Model.Interaction.ICampaign</ref>

<references />