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Workspace Desktop Edition Developer's Guide

[Chat](#)

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Chat



Purpose: To present for each chat command, the list of default subcommands available and the associated parameters.

Updated in: 8.1.300.17

Learn about the Chat Commands

The chat commands presented in this page are restricted to chat interactions. However, chat interactions are extended open media interactions and can be used as such in open media commands. In addition to the chat commands, you can use:

- [Open Media](#) to place interactions in a given queue, move them to workbins, and so on.
- [Manage Toaster](#) which also deals with chat interactions.
- [Manage Open Media](#) to manage the chat media.

Read [Use Customizable Commands](#) to see code snippets which demonstrate the usage of the commands.

Managing Chat Interactions

The commands presented in this section are specific to chat interactions and cover the following features (this list is not exhaustive):

- Accept or decline a chat session;
- Make chat consultations or transfer the session;
- Release a party;
- Close or leave the session.

Chains of Commands to Manage Chat Interactions	
Default Commands	Parameters
Chain InteractionChatAcceptChat	
• Accept	• CommandParameter: IInteractionChat<ref name="IInteractionChat" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.CH
Chain InteractionChatAutoCloseInteraction	

Default Commands	Parameters
ResetInteractionChatConsultationCommand	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" >Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle</ref>
Close	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
CloseConsultation	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Chain InteractionChatAutoDisconnect	
ReleaseMyParty	- CommandParameter: IInteractionChat<ref name="IInteractionChat" /> - AfterActionMode: String<ref name="String" >System.String</ref>
Chain InteractionChatCloseInteraction	
IsPossibleToClose	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Close	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Chain InteractionChatCompleteConferenceAgent	
CompleteConference	- CommandParameter: IInteractionChatCommon<ref name="IInteractionChatCommon" >Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionChatCommon</ref> - Destination: String<ref name="String" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" >Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</ref> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatCompleteTransferAgent	
RequestSaveNotepad	CommandParameter: IInteraction<ref name="IInteraction" >Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction</ref>

Default Commands	Parameters
	NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" > Genesyslab.Desktop.Modules.Windows.Interactions.INotepadVi
CompleteTransfer	- CommandParameter: InteractionChatCommon<ref name="InteractionChatCommon" /> - Destination: String<ref name="String" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatConferenceAgent	
ConferenceAgent	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIn - Visibility: String<ref name="String" /> - Destination: String<ref name="String" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" > Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</ref>
Chain InteractionChatConsultPromptForEnd Available since: 8.1.200.16	
PromptEnd	- CommandParameter: IInteraction<ref name="Interaction" /> - ConfirmParentWindow: Window<ref name="Window" > System.Window.Window</ref>
Chain InteractionChatConsultRelease	
SetSupervisorMuteChat Available since: 8.1.300.17	
Release	CommandParameter: InteractionChatConsult<ref name="InteractionChatConsult" >

Default Commands	Parameters
	Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Ch - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatDeclineChat	
Decline	- CommandParameter: IInteractionChat<ref name="IInteractionChat" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Close Available since: 8.1.200.16	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionChatDisconnectChat	
PromptEnd Available since: 8.1.200.16	- CommandParameter: IInteraction<ref name="IInteraction" /> - ConfirmParentWindow: Window<ref name="Window" />
SetSupervisorMuteChat Available since: 8.1.300.17	
Disconnect	- CommandParameter: IInteractionChat<ref name="IInteractionChat" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatDisconnectChatSessionChannel	
Disconnect	CommandParameter: IClientChannel<ref name="IClientChannel" > Genesyslab.Enterprise.Model.Channel.IClientChannel</ref>
Chain InteractionChatDisconnectMonitoredChat	

Default Commands	Parameters
Available since: 8.1.200.16	
Disconnect	- CommandParameter: <code>InteractionChat<ref name="InteractionChat" /></code> - Reason: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> - Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
Chain <code>InteractionChatDisconnectMonitoredCoachChat</code> Available since: 8.1.200.16	
DisconnectCoach	- CommandParameter: <code>InteractionChat<ref name="InteractionChat" /></code> - Reason: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> - Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
Chain <code>InteractionChatInitConsultation</code>	
SetTransferInformation	- CommandParameter: <code>Interaction<ref name="Interaction" /></code> - NotepadViewModel: <code>INotepadViewModel<ref name="INotepadViewModel" /></code>
RequestSaveNotepad	- CommandParameter: <code>Interaction<ref name="Interaction" /></code> - NotepadViewModel: <code>INotepadViewModel<ref name="INotepadViewModel" /></code>
InitConsultation	- CommandParameter: <code>InteractionChatCommon<ref name="InteractionChatCommon" /></code> - Destination: <code>String<ref name="String" /></code> - Reasons: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> - Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
AddRecentCall	RecentIndex: <code>ObjectTC<ref name="ObjectTC" /></code>

Default Commands	Parameters
Chain InteractionChatIsPossibleToClose	
IsPossibleToClose	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Chain InteractionChatLeaveInteractionFromConference	
Leave	- CommandParameter: IInteractionChat<ref name="IInteractionChat" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionChatPlaceInQueue	
UpdateInteractionUCS	- CommandParameter: IInteraction<ref name="IInteraction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" /> New parameter since: 8.1.300.17
SaveAttachedData Available since: 8.1.100.14	- CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" />
PlaceInQueue	- CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
SetAutoClose	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
ReleaseMyParty	CommandParameter: IInteractionChat<ref name="IInteractionChat" />

Default Commands	Parameters
	AfterActionMode: String<ref name="String" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionChatPushUrl	
PushUrl	- CommandParameter: IInteractionChat<ref name="IInteractionChat" /> - Url: String<ref name="String" /> - Visibility: String<ref name="String" />
Chain InteractionChatReconnect Available since: 8.1.200.16	
Join	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Chain InteractionChatReleasePartyFromConference	
ReleaseParty	CommandParameter: IChatParty<ref name="IChatParty" /> Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.CH
Chain InteractionChatReleasePartyFromConsult	
ReleaseParty	CommandParameter: IChatParty<ref name="IChatParty" />
Chain InteractionChatReopenChannel Available since: 8.1.200.16	
Reopen	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Chain InteractionChatSendMessage	
SendMessage	- CommandParameter: IInteractionChatCommon<ref name="IInteractionChatCommon" /> - Visibility: String<ref name="String" /> - Message: String<ref name="String" />
Chain InteractionChatTransferAgent	

Default Commands	Parameters
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
TransferAgent	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
SetAutoClose	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
ReleaseMyParty	- CommandParameter: IInteractionChat<ref name="IInteractionChat" /> - AfterActionMode: String<ref name="String" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionChatTypingStarted	
TypingStarted	- CommandParameter: IInteractionChatCommon<ref name="InteractionChatCommon" /> - Visibility: String<ref name="String" />
Chain InteractionChatTypingStopped	
TypingStopped	- CommandParameter: IInteractionChatCommon<ref name="InteractionChatCommon" /> - Visibility: String<ref name="String" />
Chain InteractionChatWorkflow	

Default Commands	Parameters
CloseConsult	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Workflow	- CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
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" />

Default Commands	Parameters
StopInteractionVoiceUCS	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
GetOutboundPreviewRecord	CommandParameter: ICampaign<ref name="ICampaign" > Genesyslab.Enterprise.Model.Interaction.ICampaign</ref>

<references />