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Workspace Desktop Edition Developer's Guide

E-Mails

5/7/2025

E-Mails



Purpose: To provide information about customizable commands for the e-mail interactions.

Updated in: 8.1.300.17

Learn about E-Mail Commands

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

- [Open Media](#) to place interactions in a given queue, move them to workbins, and so on.
- [Commands for the E-Mail Media](#) to manage the creation of outbound e-mails.
- [Manage Toaster](#) which also deals with e-mail interactions.

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

Managing E-Mail Interactions

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

- Accept or decline a given e-mail;
- Load, send, reply, and save a given e-mail;
- Pull and place in queue;
- Close or stop the interactions.

Chains of Commands to Manage E-Mail Interactions

Default Commands	Parameters
Chain InteractionEmailActionFromWorkbinDeleteById Available since: 8.1.301.xx	
• GetInteractionState	• CommandParameter: String<ref name="String" />

Default Commands	Parameters
CanPullInteraction	CommandParameter: Dictionary<ref name="Dictionary" />
DisplayWarningPullNotPossible	canPullInteractionresult: String<ref name="String" />
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
Delete	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
Chain InteractionEmailActionFromWorkbinMarkDoneById Available since: 8.1.301.xx	
GetInteractionState	CommandParameter: String<ref name="String" />
CanPullInteraction	CommandParameter: Dictionary<ref name="Dictionary" />
DisplayWarningPullNotPossible	canPullInteractionresult: String<ref name="String" />
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" />
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
MarkDone	CommandParameter: String<ref name="String" />

Default Commands	Parameters
	WorkbinId: String<ref name="String" />
Chain InteractionEmailActionFromWorkbinPullById Available since: 8.1.301.xx	
GetInteractionState	CommandParameter: String<ref name="String" />
CanPullInteraction	CommandParameter: Dictionary<ref name="Dictionary" />
DisplayWarningPullNotPossible	canPullInteractionresult: String<ref name="String" />
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" />
NoDraftWithSameParentOpened	ParentId: String<ref name="String" />
PullFromWorkbin	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
MoveToWorkbinOpenedParent	ParentId: String<ref name="String" />
Chain InteractionEmailActionOnOpenedEmailById	
IsNotOpened	- CommandParameter: String<ref name="String">System.String</ref> - OpenedInteractionCommand: String<ref name="String" />
Chain InteractionEmailClose	
IsPossibleToClose	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.En

Default Commands	Parameters
Close	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailDelete	
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" > System.Window.Window</ref>
PullParentInboundEmail	- CommandParameter: IInteractionEmail<ref name="IInteractionEmail" /> - DispositionCode: IDispositionCode<ref name="IDispositionCode" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IDispositi
Delete	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
CleanConnectionInformation Available since: 8.1.200.16	CommandParameter: String<ref name="String" />
Chain InteractionEmailDeleteById	
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
Delete	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
Chain InteractionEmailForward Available since: 8.1.200.16	
IsPossibleToForward	CommandParameter: IInteractionInboundEmail<ref name="IInteractionInboundEmail" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.En
AddForwardData	CommandParameter: IInteractionInboundEmail<ref name="IInteractionInboundEmail" />

Default Commands	Parameters
	Destination: String<ref name="String" />
SetAutoClose	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
SaveAttachedData	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" />
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
PlaceInQueue	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall Available since: 8.1.300.17	RecentIndex: ObjectTC<ref name="ObjectTC">Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC<
Chain InteractionEmailIsPossibleToClose	
IsPossibleToClose	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailLoad	
Load	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailMarkDoneById	
NoChildrenOpened	CommandParameter: String<ref name="String" />

Default Commands	Parameters
	/> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" /> Available since: 8.1.301.xx
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
MarkDone	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
Chain InteractionEmailMoveToWorkbin	
IsWorkbinDefined Deprecated since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
SetAttachedDadalInformation	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Save	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
MoveToWorkbin	CommandParameter: String<ref name="String" />

Default Commands	Parameters
	WorkbinId: String<ref name="String" />
Chain InteractionEmailPlaceInQueue	
UpdateInteractionUCS Available since: 8.1.300.17	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
Save	CommandParameter: IInteractionEmail<ref name="InteractionEmail" />
SetAutoClose	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia<ref name="InteractionOpenMedia" />
SaveAttachedData Available since: 8.1.100.14	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" />
PlaceInQueue	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection">Genesyslab.Enterprise.Commons.Collections.IReasonCollection<ref name="IReasonCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall Available since: 8.1.301.xx	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionEmailPrint Available since: 8.1.300.17	
Print	CommandParameter: IInteractionEmail<ref name="InteractionEmail" />
Chain InteractionEmailPullById Available since: 8.1.300.17	

Default Commands	Parameters
PullInteraction	- CommandParameter: IInteraction<ref name="Interaction" /> - IW_WebcallbackInteractionId: String<ref name="String" />
Chain InteractionEmailPullFromWorkbinById	
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" /> Available since: 8.1.301.xx
NoDraftWithSameParentOpened	ParentId: String<ref name="String" />
PullFromWorkbin	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
MoveToWorkbinOpenedParent	ParentId: String<ref name="String" />
Chain InteractionEmailReply	
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail<ref name="InteractionInboundEmail" /> Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.En
*IsInboundEmailWorkbinDefined Deprecated since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="InteractionEmail" />
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" />

Default Commands	Parameters
	/> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
AddSignatureParameters Available since: 8.1.200.16	CommandParameter: InteractionInboundEmail<ref name="InteractionInboundEmail" />
AddResponseSignatureParameters Available since: 8.1.200.16	- SignatureOptionValue: String<ref name="String" /> - ESDKInboundEmail: Interaction<ref name="Interaction" > Genesyslab.Enterprise.Model.Interaction.Interaction</ref>
Reply	- CommandParameter: InteractionInboundEmail<ref name="InteractionInboundEmail" /> - ReplyAll: String<ref name="String" /> Available since: 8.1.200.16 - UserData: KeyValueCollection<ref name="KeyValueCollection" /> Available since: 8.1.200.16 - SignatureParameters: Dictionary<ref name="Dictionary" >System.Collections.Generic.Dictionary<string, object></ref> Available since: 8.1.200.16
InboundEmailSearchAndMoveToWorkbin	CommandParameter: InteractionEmail<ref name="InteractionEmail" />
Chain InteractionEmailReplyById	
IsPossibleToCreate	CommandParameter: InteractionInboundEmail<ref name="InteractionInboundEmail" />
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" />

Default Commands	Parameters
	DoNotCheckForParentId: String<ref name="String" /> Available since: 8.1.301.xx
IsNotOpened	- CommandParameter: String<ref name="String" /> - OpenedInteractionCommand: String<ref name="String" />
AddSignatureParameters Available since: 8.1.200.16	CommandParameter: String<ref name="String" />
AddResponseSignatureParameters Available since: 8.1.200.16	- SignatureOptionValue: String<ref name="String" /> - ESDKInboundEmail: IInteraction<ref name="Interaction" />
Reply	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" /> Available since: 8.1.300.17 - ReplyAll: String<ref name="String" /> Available since: 8.1.200.16 - UserData: KeyValueCollection<ref name="KeyValueCollection" /> - SignatureParameters: Dictionary<ref name="Dictionary" /> Available since: 8.1.200.16 - ESDKInboundEmail: IEmailInteraction<ref name="IEmailInteraction" > Genesyslab.Enterprise.Model.IEmailInteraction</ref> Available since: 8.1.200.16
Chain InteractionEmailResend Available since: 8.1.300.17	
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail<ref name="InteractionInboundEmail" />
NoChildrenOpened	CommandParameter: String<ref name="String" />

Default Commands	Parameters
	- WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" />
IsNotOpened	- CommandParameter: String<ref name="String" /> - OpenedInteractionCommand: String<ref name="String" />
AddSignatureParameters	CommandParameter: String<ref name="String" />
AddResponseSignatureParameters Available since: 8.1.301.xx	- SignatureOptionValue: String<ref name="String" /> - ESDKInboundEmail: IInteraction<ref name="IInteraction" />
Create	- CommandParameter: String<ref name="String" /> - ParentInteractionId: String<ref name="String" /> - InitialEmail: IMediaOpenMedia<ref name="IMediaOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia /> - InitialEmailId: String<ref name="String" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" /> - SignatureParameters: Dictionary<string, object><ref name="DictionaryStringObject">Dictionary<string, object> </ref>
Chain InteractionEmailSave	
Save	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailSaveNewOutbound Available since: 8.1.200.16	

Default Commands	Parameters
Save	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailSend	
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="IInteraction">Genesyslab.Desktop.Modules.Core.Model.Interaction</ref> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel">Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel</ref>
IsPossibleToSend	CommandParameter: IInteractionOutboundEmail<ref name="IInteractionOutboundEmail" >Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOutboundEmail</ref>
IsPossibleToClose	CommandParameter: CommandParameter<ref name="CommandParameter" >CommandParameter</ref>
AddQARewiewData Available since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
SetAttachedDataInformation Available in:8.1.000.16; deprecated in: 8.1.100.02	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Save	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Send	- CommandParameter: IInteractionOutboundEmail<ref name="IInteractionOutboundEmail" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionEmailSendInterimReply	
IsPossibleToSend	CommandParameter: IInteractionOutboundEmail<ref name="IInteractionOutboundEmail" />

Default Commands	Parameters
	"InteractionOutboundEmail" />
IsPossibleToClose	CommandParameter: CommandParameter<ref name="CommandParameter" />InteractionEmail<ref name="InteractionEmail" /> Modified in: 8.1.300.17
AddQAReviewData Available since: 8.1.300.17	CommandParameter: InteractionEmail<ref name="InteractionEmail" />
SetAttachedDadInformation	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
Save	CommandParameter: InteractionEmail<ref name="InteractionEmail" />
PullParentInboundEmail	- CommandParameter: InteractionEmail<ref name="InteractionEmail" /> - DispositionCode: IDispositionCode<ref name="IDispositionCode" />
Send	- CommandParameter: InteractionOutboundEmail<ref name="InteractionOutboundEmail" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionEmailTransferAgent	
Save	CommandParameter: InteractionEmail<ref name="InteractionEmail" />
SetAutoClose	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
RequestSaveNotepad	CommandParameter: Interaction<ref name="

Default Commands	Parameters
	"Interaction" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
TransferAgent	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall Available since: 8.1.301.xx	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionEmailWorkflow	
PromptDone Available since: 8.1.300.17	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - ConfirmParentWindow: Window<ref name="Window" >System.Window.Window</ref>
Workflow	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionEmailWorkflowFromInteractionESDK	
ESDKWorkflow	- CommandParameter: IIOpenMediaInteraction<ref name="IIOpenMediaInteraction" >Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteraction</ref> - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	- Extensions: KeyValueCollection<ref name="KeyValueCollection" /> - AttachedDataInformation: IDispositionCode<ref name="IDispositionCode" /> - DispositionCode: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionInboundEmailPossibleToMoveToWorkbin	
IsInboundEmailWorkbinDefined Deprecated since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionInboundEmailSearchAndMoveToWorkbin	
InboundEmailSearchAndMoveToWorkbin	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionOutboundEmailPossibleToMoveToWorkbin	
IsOutboundEmailWorkbinDefined Deprecated since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionOutboundEmailSearchAndMoveToWorkbin	
OutboundEmailSearchAndMoveToWorkbin	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Commands common to all interactions	

Default Commands	Parameters
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	- CommandParameter: IInteraction<ref name="Interaction" /> - 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 />