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Workspace Desktop Edition Developer's Guide

Gadget Windows

5/3/2025

Contents

- 1 Gadget Windows
 - 1.1 Description
 - 1.2 Window: GadgetDialerWindow
 - 1.3 Window: SystemTrayView
 - 1.4 Window: GadgetMyWorkspaceWindow
 - 1.5 Window: GadgetStatisticsWindow
 - 1.6 References

Gadget Windows



Purpose: To present the list of gadget windows that your application can customize.
Updated in 8.1.300.17

Description

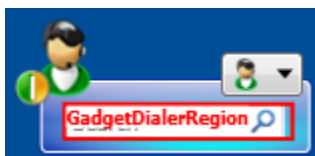
Gadgets display some specific views and regions also used in the main toolbar. This page presents the list of gadgets available.

Window: GadgetDialerWindow

Available since: 8.0.1

This gadget embeds a dialing toolbar.

- **Window:** GadgetDialerWindow (IGadgetWindow) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** GadgetCustomTrayRegion (Multi-view)
Available since: 8.1.200.16
 - **View:** MainToolbarMonitorView (IMainToolbarMonitorView) <ref name="ActiveRecording" >Module: Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **Region:** GadgetDialerRegion
 - **View:** GadgetDialer (ITeamCommunicatorView) <ref name="TeamCommunicator" >Module: Genesyslab.Desktop.Modules.TeamCommunicator</ref>
 - **Region:** GadgetSplitButtonRegion
Available since: 8.1.200.16
 - **View:** GadgetButtonView (IGadgetButtonView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>

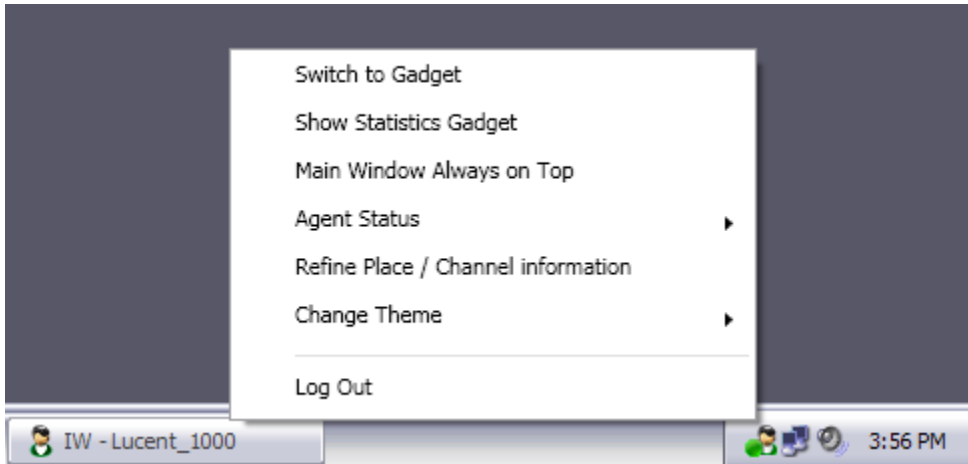


GadgetDialerRegion in the GadgetDialerWindow

Window: SystemTrayView

Available since: 8.1.0

- **Window:** SystemTrayView (ISystemTrayContextMenu) <ref name="Windows" />



SystemTrayView is a pop-up menu that you get by right-clicking on your minimized application.

Window: GadgetMyWorkspaceWindow

Updated in: 8.1.3

The GadgetMyWorkspaceWindow window contains a GadgetMyWorkspaceViewRegion region which enables you to display views and regions of the workspace:

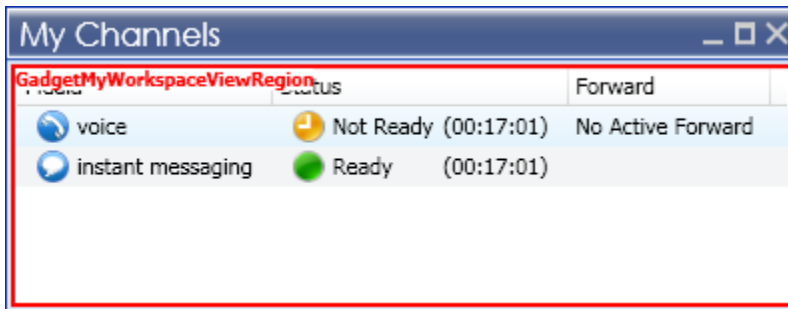
- **View:** [GadgetMyChannelsWindow](#)--The agent channels, with the place status.
- **View:** [GadgetMyHistoryWindow](#)--The agent's history.
- **View:** [GadgetWorkbinsContainerView](#) --The workbins explorer and menu.
- **View:** [MyStatisticsView](#)--The agent's statistics. (deprecated since 8.1.3)
- **View:** [GadgetMyStatisticsWindow](#)--The agent's statistics (since 8.1.3).
- **View:** [MyCallCenterStatisticsView](#)--The call center statistics. (deprecated since 8.1.3)
- **View:** [GadgetCallCenterStatisticsWindow](#)--The call center statistics(since 8.1.3).
- **View:** [GadgetMyMessages](#)--The agent's messages.
- **View:** [GadgetContactContainerView](#)--Displays the contact directory.(since: 8.1.200.16).
- **View:** [GadgetMyCampaignsWindow](#)--The campaign's messages (since: 8.1.200.16).

View: GadgetMyChannelsWindow

Available since: 8.0.1

Description: Displays the channel and place status of the agent.

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
- **Region:** GadgetMyWorkspaceViewRegion
- **View:** GadgetMyChannelsWindow (IMyPlaceStatusView) <ref name="Windows" />



The GadgetMyChannelsWindow in the GadgetMyWorkspaceViewRegion

View: GadgetMyHistoryWindow

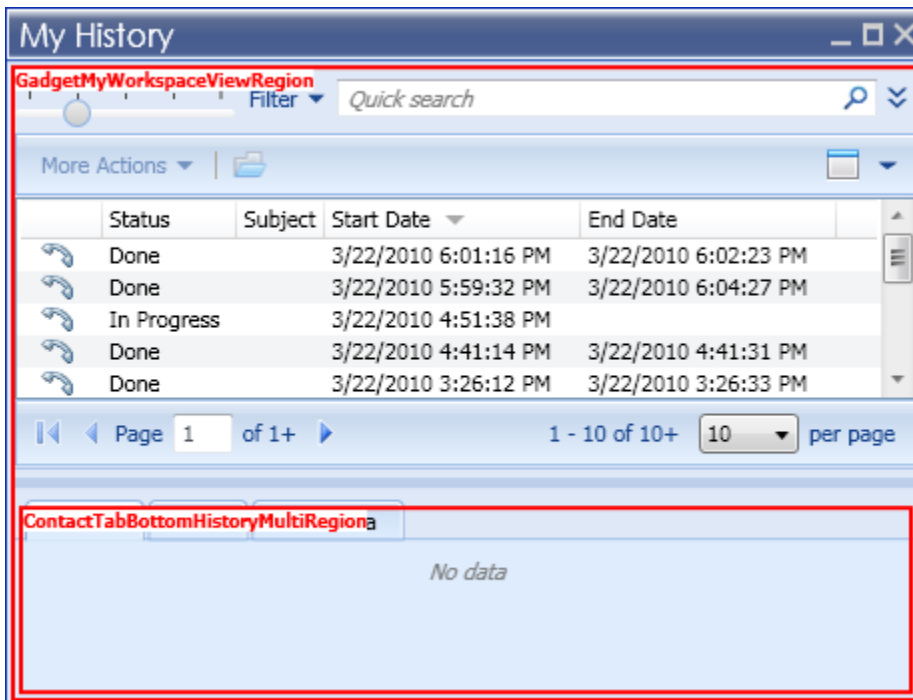
Available since: 8.0.1; updated in: 8.1.2

Description: Displays the history view of the agent:

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetMyHistoryWindow (IMyContactHistoryView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactHistoryErrorRegion
 - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDetailRegion
 - Available since: 8.1.200.16
 - **View:** FormerContactDetailContentView (IContactDetailContentView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>
 - Available since: 8.1.200.16
 - **Region:** ControllistAttachmentRegion
 - **View:** AttachmentView (IAttachmentView) (Module:

Genesyslab.Desktop.Modules.Windows)

- **View:** OpenMediaContactDetailContentView (IContactDetailContentView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
Available since: 8.1.200.16
- **Region:** ControllListAttachmentRegion
 - **View:** AttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
- **View:** NotepadView (INotepadView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticCaseDataRegion
Available since: 8.1.200.16
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
Available since: 8.1.200.16
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>



GadgetMyHistoryWindow in the GadgetMyWorkspaceViewRegion

View: GadgetWorkbinsContainerView

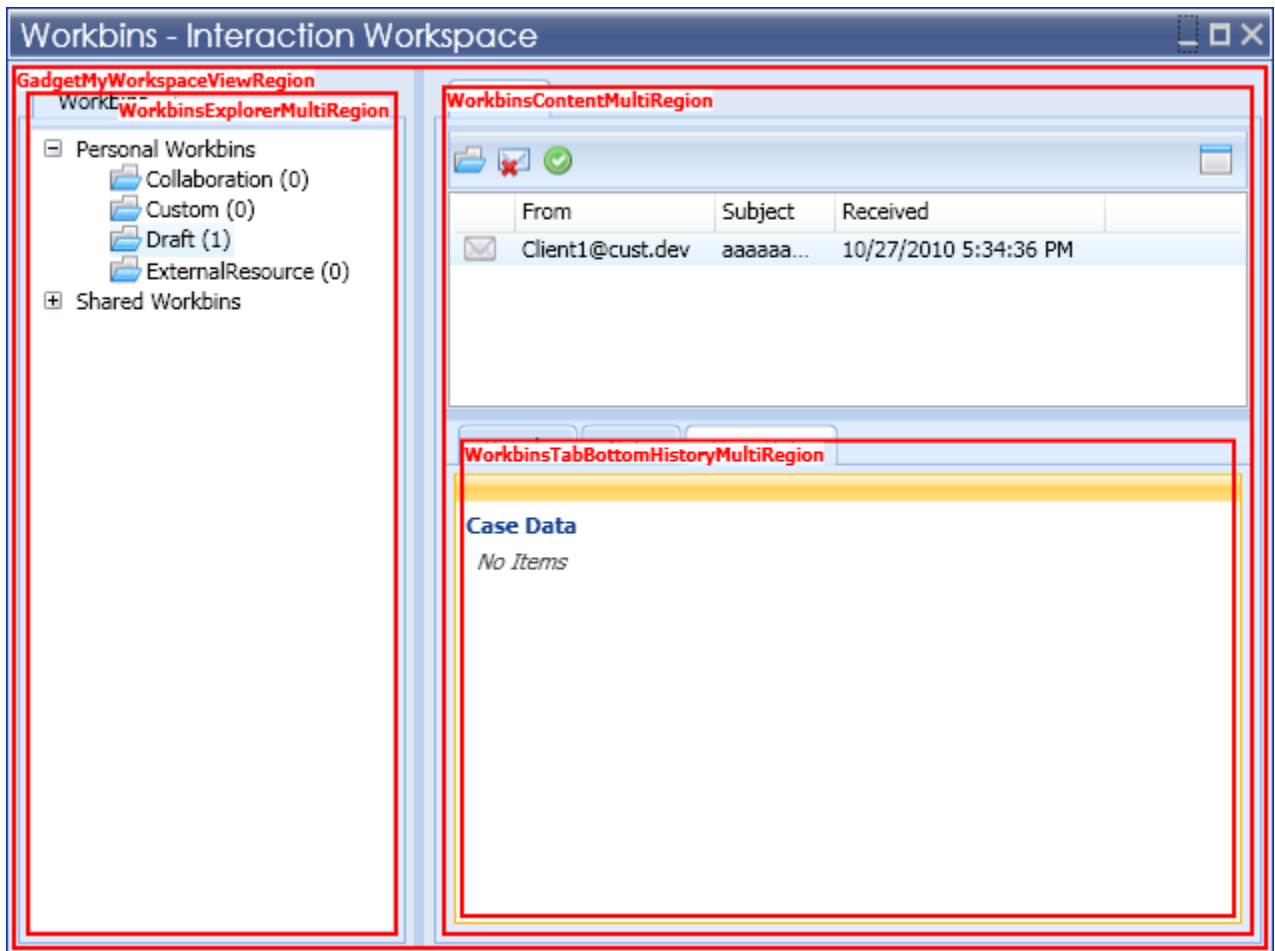
Available since: 8.1.0; updated in: 8.1.3

Description: Displays the workbins views of the selected workbins:

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetWorkbinsContainerView (IMainToolBarWorkbinsContainerView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** WorkbinsExplorerMultiRegion (Multi-view)
 - **View:** WorkbinsExplorerView (IWorkbinsExplorerView) <ref name="OpenMedia" />
 - **Region:** WorkbinsExplorerViewErrorRegion
 - **View:** WorkbinsExplorerViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** WorkbinsContentMultiRegion (Multi-view)
 - **View:** WorkbinsView (IWorkbinsView) <ref name="OpenMedia" />
 - **Region:** WorkbinsViewErrorRegion
 - **View:** WorkbinsViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** WorkbinsTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) (Module: Genesyslab.Desktop.Modules.Contacts)
 - **Region:** ContactDetailRegion
 - Available since: 8.1.200.16
 - **View:** FormerContactDetailContentView (IContactDetailContentView|FormerContactDetailContentView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref> Updated in:8.1.300.17
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentViewControlListAttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref> Updated in:8.1.300.17
- **View:** OpenMediaContactDetailContentView (IContactDetailContentView) (IOpenMediaContactDetailContentView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref> Updated in:8.1.300.17
- **Region:** ControlListAttachmentRegion
 - **View:** AttachmentViewControlListAttachmentView

(IAttachmentView) <ref name="Windows" > Module:
Genesyslab.Desktop.Modules.Windows</ref>
Updated in:8.1.300.17

- **View:** NotepadViewContactHistoryNotepadView (INotepadView) <ref name="Windows" />
Updated in:8.1.300.17
- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" />
 - **Region:** StaticCaseDataRegion
Available since: 8.1.200.16
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" > Module:
Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
Available since: 8.1.200.16
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows" > Module:
Genesyslab.Desktop.Modules.Windows</ref>



GadgetWorkbinsContainerView in GadgetMyWorkspaceViewRegion

View: MyStatisticsView

Available since: 8.0.1; **deprecated in:** 8.1.3; see [GadgetMyStatisticsWindow](#) instead

Description: Displays the agent's statistics. **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** MyStatisticsView (IMyStatisticsView) <ref name="Statistics">Module: Genesyslab.Desktop.Modules.Statistics </ref>

My Statistics		
Gadget	MyWorkspaceViewRegion	Personal
	Average Handle Status Time	
	Total Number of Conferenced Calls	0
	KPI-CurrentAgentState	
	KPI-CurrentNumberWaitStatuses	Supplied Object type does not belong to specified Stat Type.
	Total Custo Outbound	
	Total number inbound calls (Voice)	0
	Total Number Inbound Chat	0
	Total Number Inbound Emails	0
	Total number internal calls	0
	Total login time	00:17:37
	Total number outbound calls	0
	Total Number Outbound Emails	0
	Total Number of Rejected Calls	0
	Total talk time	00:00:00
	Total Custo Internal	
	Total Number of Transferred Calls	0

MyStatisticsView in GadgetMyWorkspaceViewRegion

View: GadgetMyStatisticsWindow

Available since: 8.1.3

Description: Displays the agent's statistics.

Window: A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** **GadgetMyStatisticsWindow**(IMyStatisticsView) <ref name="Statistics">Module: Genesyslab.Desktop.Modules.Statistics </ref>

My Statistics		
GadgetMyWorkspaceViewRegion		Personal
Average Handle Status Time		
Total Number of Conferenced Calls		0
KPI-CurrentAgentState		
KPI-CurrentNumberWaitStatuses		Supplied Object type does not belong to specified Stat Type.
Total Custo Outbound		
Total number inbound calls (Voice)		0
Total Number Inbound Chat		0
Total Number Inbound Emails		0
Total number internal calls		0
Total login time		00:17:37
Total number outbound calls		0
Total Number Outbound Emails		0
Total Number of Rejected Calls		0
Total talk time		00:00:00
Total Custo Internal		
Total Number of Transferred Calls		0

GadgetMyStatisticsWindow in GadgetMyWorkspaceViewRegion

View: MyCallCenterStatisticsView

Available since: 8.0.1; deprecated in: 8.1.3

Description: Displays the Call Center Statistics panel: **Window:** A window identifier (IGadgetMyWorkspaceWindowView) (Module: Genesyslab.Desktop.Modules.Windows)

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** MyCallCenterStatisticsView (IMyCallCenterStatisticsView) <ref name="Statistics" />

Call Center Statistics		
GadgetMyWorkspaceViewRegion	Description	Value
80001@LucentG3	Average abandoned call time	00:00:00
80001@LucentG3	Abandoned Calls Percentage	0%
122@LucentG3	Abandoned Calls Percentage - RP	0%
80001@LucentG3	Average distribution call time	00:00:00
80001@LucentG3	Max Waiting Time	00:00:00
80001@LucentG3	Current number of interactions waiting in the queue	0
80001@LucentG3	Distrib Calls Percentage	0%
122@LucentG3	Distrib Calls Percentage - RP	0%
80001@LucentG3	Estimated time to handle interaction in the queue	00:00:00
80001@LucentG3	Total number of abandoned calls	0
122@LucentG3	Total number of abandoned calls - RP	0
80001@LucentG3	Total number of distributed calls	0
122@LucentG3	Total number of distributed calls - RP	0

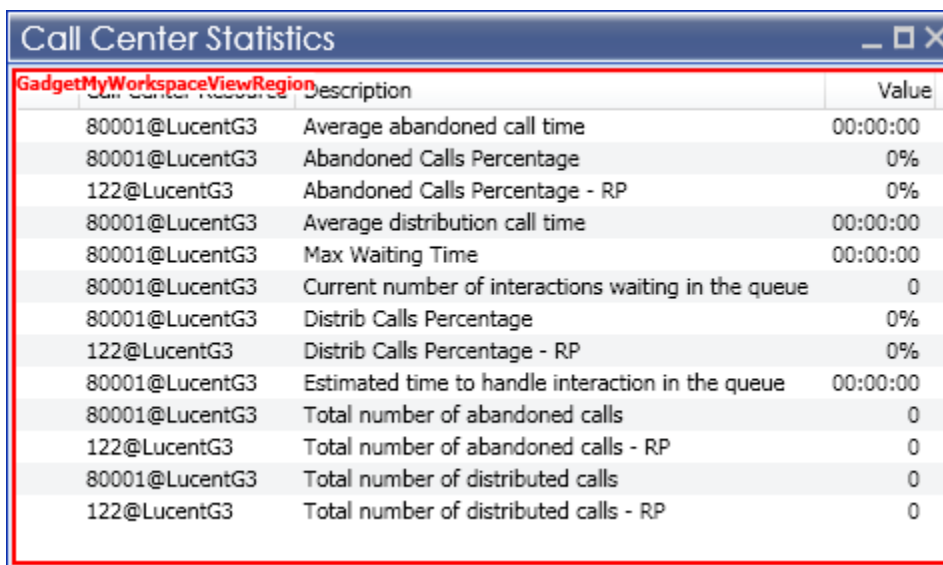
MyCallCenterStatisticsView in GadgetMyWorkspaceViewRegion

View: GadgetCallCenterStatisticsWindow

Available since: 8.1.3

Description: Displays the Call Center Statistics panel: **Window:** A window identifier (IGadgetMyWorkspaceWindowView) (Module: Genesyslab.Desktop.Modules.Windows)

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** **GadgetCallCenterStatisticsWindow**(IMyCallCenterStatisticsView) <ref name="Statistics" />



The screenshot shows a window titled "Call Center Statistics" with a table of metrics. The table has three columns: "Call Center Resource", "Description", and "Value". The data is as follows:

Call Center Resource	Description	Value
80001@LucentG3	Average abandoned call time	00:00:00
80001@LucentG3	Abandoned Calls Percentage	0%
122@LucentG3	Abandoned Calls Percentage - RP	0%
80001@LucentG3	Average distribution call time	00:00:00
80001@LucentG3	Max Waiting Time	00:00:00
80001@LucentG3	Current number of interactions waiting in the queue	0
80001@LucentG3	Distrib Calls Percentage	0%
122@LucentG3	Distrib Calls Percentage - RP	0%
80001@LucentG3	Estimated time to handle interaction in the queue	00:00:00
80001@LucentG3	Total number of abandoned calls	0
122@LucentG3	Total number of abandoned calls - RP	0
80001@LucentG3	Total number of distributed calls	0
122@LucentG3	Total number of distributed calls - RP	0

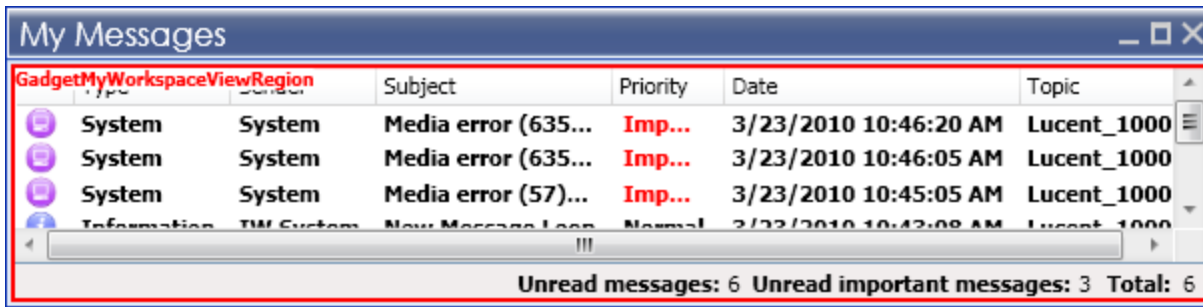
GadgetCallCenterStatisticsWindow in GadgetMyWorkspaceViewRegion

View: GadgetMyMessages

Available since: 8.0.1

Description: Displays the agent's messages.

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
 - **Region:** GadgetMyWorkspaceViewRegion
 - **View:** **GadgetMyMessagesWindow** (IMyBroadcastMessageView) <ref name="Windows" />



GadgetMyMessagesWindow in GadgetMyWorkspaceViewRegion

View: GadgetMyCampaignsWindow

Available since: 8.1.1

Description: Displays the campaign's messages.

- **Window:** A window identifier (IGadgetMyWorkspaceWindow) <ref name="Windows" />
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetMyCampaignsWindow (IMyCampaignsView) <ref name="Outbound">Module: Genesyslab.Desktop.Modules.Outbound</ref>
 - **Region:** CampaignsErrorRegion
 - **View:** campaignsErrorView (ILastAlertErrorView) <ref name="Windows" />

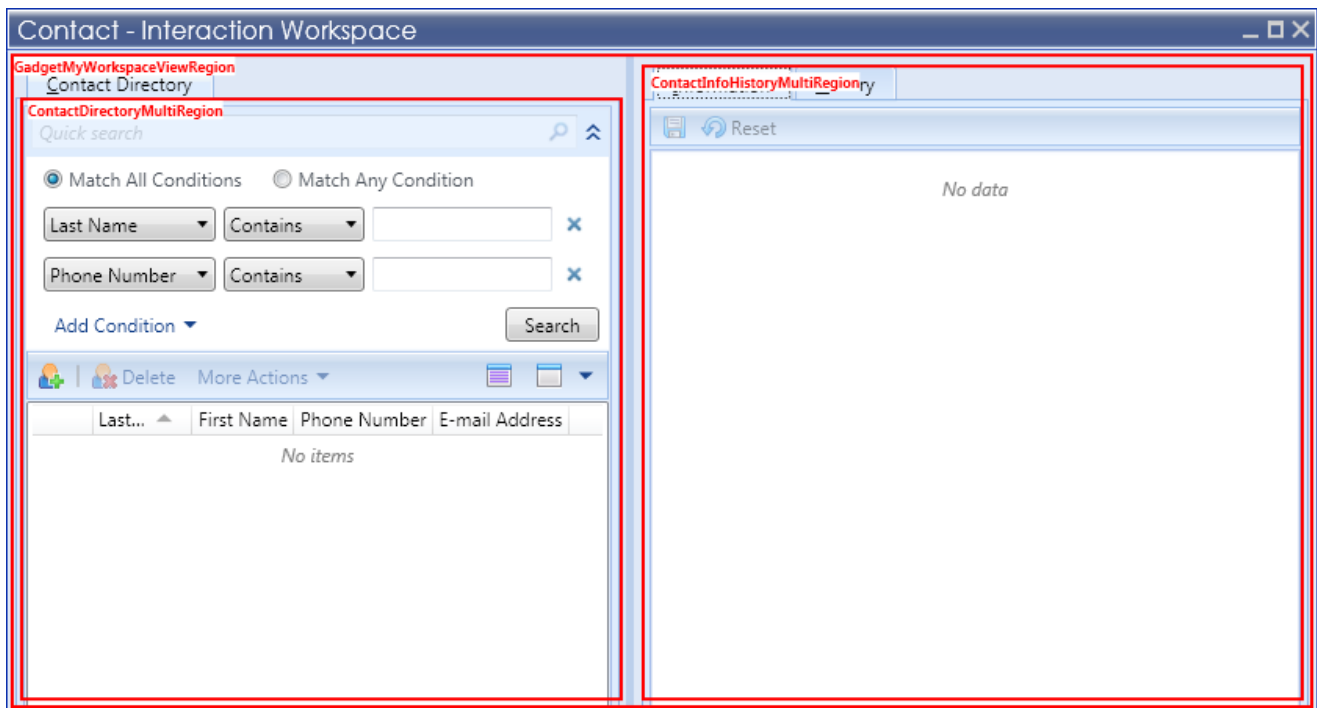
View: GadgetContactContainerView

Available since: 8.1.200.16; updated in 8.1.300.17

Description: Displays the contact directory.

- **Window:** A window identifier (IGadgetMyWorkspaceWindow) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetContactContainerView (IMainToolbarContainerView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDirectoryMultiRegion (Multi-view)
 - **View:** ContactDirectoryView (IContactDirectoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ContactInfoHistoryMultiRegion (Multi-view)
 - **View:** ContactInformationView (IContactInformationView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>

- **Region:** ContactInformationErrorRegion
 - **View:** ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ContactHistoryView (IMyContactHistoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactHistoryErrorRegion
 - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDetailRegion
 - **View:** FormerContactDetailContentView (IContactDetailViewIFormerContactDetailContentView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
Updated in: 8.1.300.17
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
Updated in: 8.1.300.17
 - **View:** OpenMediaContactDetailContentView (IContactDetailViewIOpenMediaContactDetailContentView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
Updated in: 8.1.300.17
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
Updated in: 8.1.300.17
 - **View:** NotepadViewContactHistoryNotepadView (INotepadView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
Updated in: 8.1.300.17
 - **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticCaseDataRegion
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>

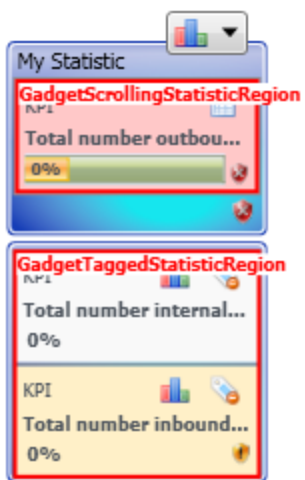


Window: GadgetStatisticsWindow

Available since: 8.1.0

Description: This gadget window displays a specific GUI for agent statistics.

- **Window:** GadgetStatisticsWindow (IGadgetStatisticsWindow) <ref name="Statistics" >Module: Genesyslab.Desktop.Modules.Statistics</ref>
 - **Region:** GadgetScrollingStatisticRegion
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />
 - **Region:** GadgetTaggedStatisticRegion (Multi-view)
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />



GadgetStatisticsWindow

References

<references />