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Workspace Desktop Edition Developer's Guide

IM

5/4/2025

IM



Purpose: To provide information about customizable commands for the windows.

Learn about IM Commands

IM stands for Instant Messaging and is a feature provided by underlying SIP T-Servers and Switches. As a consequence, IM is not part of the open media offer. IM interactions are related to Voice interactions and voice media. In addition to the commands listed below, you can also read the following pages:

- [Commands for the Voice Media](#) to manage the creation of IM sessions.
- [Manage Toaster](#) which also accepts and rejects IM interactions.

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

IM Commands

Chains of Commands to Manage IM Interactions	
Default Commands	Parameters
Chain InteractionIMClose	
• IsPossibleToClose	• CommandParameter: IInteractionIM<ref name="InteractionIM" > Genesyslab.Desktop.Modules.Voice.Model.Interactions.IInteract
• Close	• CommandParameter: IInteractionIM<ref name="InteractionIM" />
Chain InteractionIMIsPossibleToClose	
• IsPossibleToClose	• CommandParameter: IInteractionIM<ref name="InteractionIM" />
Chain InteractionIMReleaseIM Available since: 8.1.200.16	

Default Commands	Parameters
PromptEnd	- CommandParameter: IInteraction<ref name="Interaction">Interaction</ref> - ConfirmParentWindow: Window<ref name="Window">Window</ref>
Release	- CommandParameter: IInteractionIM<ref name="InteractionIM" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</ref> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionIMSendMessage	
SendMessage	- CommandParameter: IInteractionIM<ref name="InteractionIM" /> - Content: string<ref name="string" > System.String</ref> - ContentType: string<ref name="string" />
Commands common to all interactions	
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" />

Default Commands	Parameters
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 />