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Workspace Desktop Edition Developer's Guide

Interactions Window

12/19/2025

Interactions Window



Purpose: Presents for the Interactions window, the list of default views and regions that your application can customize.

Window: InteractionsWindow

Available since: 8.0.1; updated in: 8.1.1, 8.1.2, 8.1.3

The main window displays the given interaction and the associated cases; it contains the following views and regions:

- **Window:** A window identifier (IInteractionsWindow) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** CasesRegion (Multi-view)
 - **View:** CaseView (ICaseView) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** CaseViewSideButtonRegion (Multi-view)
 - **View:** InteractionContainerSideButtonView (IInteractionContainerSideButtonView) `<ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>`
 - **View:** SRLSideButtonView (ISRLSideButtonView) `<ref name="StandarResponse">Genesyslab.Desktop.Modules.StandarResponse</ref>`
 - **Region:** InteractionsErrorRegion
 - **View:** InteractionsErrorView (ILastAlertErrorView) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** CaseDataRegion
 - **View:** CaseDataView (ICaseDataView) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** UpdateCaseDataRegion
 - **View:** UpdateCaseDataView (IGenericDataView) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** ConsultationBundlesRegion (Multi-view)
 - **View:** MainBundleView (IMainBundleView) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** MainBundleRegion
 - **View:** BundleView (IBundleView) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`

- **Region:** BundlePartyRegion
 - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** PartyRegion (Multi-view)
 - **View:** PartyView (IPartyView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CustomBundlePartyRegion (Multi-view)
 - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts" />
Available since: 8.1.300.17
 - **Region:** BundleToolbarContainerRegion
 - **View:** BundleToolbarView (IBundleToolbarView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** DonePullPreviewToolbarView (IDonePullPreviewToolbarView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** RescheduleToolbarView (IRescheduleToolbarView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
Available since: 8.1.200.16
 - **View:** InteractionCallbackRescheduleToolbarView (IInteractionCallbackRescheduleToolbarView) <ref name="Callback">Genesyslab.Desktop.Modules.Callback</ref>
Available since: 8.1.300.17
 - **View:** InteractionCallbackToolbarView (IInteractionCallbackToolbarView) <ref name="Callback">Genesyslab.Desktop.Modules.Callback</ref>
Available since: 8.1.300.17
 - **View:** TeamLeadToolbarView (ITeamLeadToolbarView) <ref name="TeamLead">Genesyslab.Desktop.Modules.TeamLead</ref>
Available since: 8.1.300.17
 - **View:** InteractionSmsToolbarView (IInteractionSmsToolbarView) <ref name="Sms">Genesyslab.Desktop.Modules.Sms</ref>
Available since: 8.1.300.17

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- `"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>`
 - **View:** InteractionInboundEmailToolBarView
(InteractionInboundEmailToolBarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** InteractionOutboundEmailToolBarView
(InteractionOutboundEmailToolBarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** InteractionChatToolBarView (InteractionChatToolBarView)
<ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** InteractionChatConsultToolBarView
(InteractionChatConsultToolBarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
Available since: 8.1.200.16
 - **View:** InteractionIMToolBarView (InteractionIMToolBarView) <ref
name="Voice">Genesyslab.Desktop.Modules.Voice</ref>
 - **View:** InteractionPreviewToolBarView
(InteractionPreviewToolBarView) <ref name=
"Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** InteractionVoiceToolBarView (InteractionVoiceToolBarView)
<ref name="Voice">Genesyslab.Desktop.Modules.Voice</ref>
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
 - **View:** SIPMonitor (ISIPMonitor) <ref name=
"ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
Available since: 8.1.200.16
 - **View:** SIPEndpointSoundView (ISIPEndpointSoundView)
<ref name=
"SIPEndpointCommunication">Genesyslab.Desktop.Modules.SIPEndp
 - **View:** InteractionWorkItemToolBarView
(InteractionWorkItemToolBarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)
 - **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
 - **View:** OutboundRecordView (IOutboundRecordView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** UpdateOutboundFieldsRegion
 - **View:** UpdateOutboundFieldsView (IGenericDataView)
<ref name=
"Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** InteractionCallbackInformationView
(InteractionCallbackInformationView) <ref name=
"Callback">Genesyslab.Desktop.Modules.Callback</ref>
Available since: 8.1.300.17
 - **Region:** CallbackInformationRegion
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- **View:** CallbackInformationView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** InteractionsBundleRegion (Multi-view)
 - **View:** SmsView (ISmsView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** EmailAttachmentsContentControlRegion
 - **View:** AttachmentView
EmailAttachmentsContentControlView
(IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
Updated in: 8.1.300.17
 - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** OutboundEmailAttachmentsContentControlRegion
 - **View:**
AttachmentViewOutboundEmailAttachmentsContentControlView
(IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
Updated in: 8.1.300.17
 - **View:** ChatView (IChatView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** IMView (IIMCallView) <ref name="Voice">Genesyslab.Desktop.Modules.Voice</ref>
 - **View:** WorkItemView (IWorkItemView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** InteractionDetailsRegion (Multi-view)
 - **View:** DispositionsView (IDispositionsView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** InteractionDetailsDispositionsRegion (Multi-view)
 - **View:** OutboundDispositionView (IOutboundDispositionView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** DispositionCodeView (IDispositionCodeView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** NotepadViewNotepadVoiceNotepadView (INotepadView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
Updated in: 8.1.300.17
 - **View:** BundleView (IBundleView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
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- **Region:** InteractionWorksheetRegion
- **View:** InteractionContainerView (IInteractionContainerView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** AssignContactDirectoryRegion (Multi-view)
 - **View:** AssignContactDirectoryView (IContactDirectoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CaseContactRegion (Multi-view)
 - **View:** InteractionContactInformationView (IContactInformationView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactInformationErrorRegion
 - **View:** ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** InteractionContactHistoryView (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
Available since: 8.1.200.16
 - **View:** FormerContactDetailContentView
(IContactDetailContentView|FormerContactDetailContentView)
<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
(IContactDetailContentView|OpenMediaContactDetailContentView)
<ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
Updated in: 8.1.300.17
 - **Region:** ControlListAttachmentRegion

- **View:** AttachmentViewControlListAttachmentView (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
Available since: 8.1.200.16
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
Available since: 8.1.200.16
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ResponsesView (IResponsesView) <ref name="StandardResponse">Genesyslab.Desktop.Modules.StandarResponse</ref>
 - **Region:** ResponsesErrorRegion
 - **View:** ResponsesErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ResponseAttachmentsContentControlRegion
 - **View:** AttachmentViewResponseAttachmentsContentControlView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
Updated in: 8.1.300.17

John Doe - External - Interaction Workspace

CasesRegion John Doe (00:13:05) (00:03:59)

CaseDataRegion

Duration: 00:13:05

ConsultationBundlesRegion

BundlePartyRegion Outbound Ended MainBundleRegion

BundleToolBarContainerRegion

InteractionsBundleRegion <main@mcr.dev>

To... john.doe@genesys.com Add Cc

Subject:

Arial 12 B I U A

HTML English (United S)

InteractionDetailsRegion

☒ None
☐ Rejected
☐ Transferred
☐ Accepted

Consultation: 5331 (00:11:58) (00:03:59)

BundlePartyRegion Connected Ended

End BundleToolBarContainerRegion

InteractionsBundleRegion

Welcome to Instant Messaging. Send a message to start the session

[6:53:11 PM] Lucent 1000: hello

[6:53:12 PM] 5331 accepted the Instant Messaging invitation.

Send

CaseViewSideButtonRegion

Information History

CaseContactRegion 10 Filter Quick search

More Actions

	Status	Subject	Start
	Done	Test for User Guide	6/28
	Done	Test for User Guide	6/28
	Done	test survey for User Guide	6/25
	In Progress		11/3
	In Progress		11/3
	Done		11/3
	Done		11/3
	In Progress		11/3
	In Progress		11/2
	Done		11/2

Page 1 of 1+ 1 - 10 of 10+

ContactTabBottomHistoryMultiRegion

To: john.doe@genesys.com

From: 1000

The complete view and the main inner views and regions of the IInteractionWindow.

References

<references />