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Workspace Desktop Edition Developer's Guide

[Open Media](#)

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Open Media



Purpose: To provide information about customizable commands.
Updated in: 8.1.300.17

Learn about Open Media Commands

The open media interactions are top level interfaces implemented by e-mail, chat, and work item interactions. The open media commands presented in this page are basic operations which apply to open media interactions by inheritance: e-mail, chat, and workitem interactions. **E-Mails**, **Chat**, and **Work Items** are specific to e-mail, chat, and work items respectively, and present an addition to the commands detailed in this page. You can also use specific **Windows** which apply to open media interactions in some GUI components.

Read **Use Customizable Commands** to see code snippets which demonstrate the usage of the commands.

Managing Open Media Interactions

Open media commands cover the following features (this list is not exhaustive):

- Accept and decline;
- Place in queue;
- Transfer;
- Move to workbins.

Chains of Commands to Manage Open Media Interactions

Default commands	Parameters
Chain InteractionOpenMediaCanPullInteraction Available since: 8.1.300.17	
• CanPullInteraction	• CommandParameter: Dictionary<ref name="Dictionary" >Dictionary<string, object></ref>
Chain InteractionOpenMediaClose	
• Close	• CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />

Default commands	Parameters
Chain InteractionOpenMediaCloseOnOutOfService	
UpdateInteractionUCS	CommandParameter: IInteraction<ref name="Interaction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
SmsReleaseParty Available since: 8.1.100.14	CommandParameter: IInteractionSms<ref name="InteractionSms" >Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.S
ReleaseMyParty	- CommandParameter: IInteractionChat<ref name="InteractionChat" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.CH - AfterActionMode: String <ref name="String" >System.String</ref>
CloseConsult	CommandParameter: IInteractionChat<ref name="IInteractionChat" />
Close	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIn
Chain InteractionOpenMediaConferenceAgent	
ConferenceAgent	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Visibility: String<ref name="String" /> - Destination: String<ref name="String" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
Chain InteractionOpenMediaGetInteractionStateById Available since: 8.1.300.17	
GetInteractionState	CommandParameter: String<ref name="String" />
Chain InteractionOpenMediaHandlingTimeout	
UpdateInteractionUCS	CommandParameter: IInteraction<ref name="

Default commands	Parameters
	"Interaction" />
SmsReleaseParty Available since: 8.1.100.14	CommandParameter: IInteractionSms<ref name="InteractionSms" />
ReleaseMyParty	- CommandParameter: IInteractionChat<ref name="InteractionChat" /> - AfterActionMode: String<ref name="String" />
CloseConsult	CommandParameter: IInteractionChat<ref name="InteractionChat" />
Close	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
Chain InteractionOpenMediaPlaceInQueue	
UpdateInteractionUCS	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" /> Parameter available since: 8.1.300.17
SaveAttachedData Available since: 8.1.100.14	- CommandParameter: IInteraction<ref name="Interaction" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" />
SetAutoClose Available since: 8.1.300.17	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
PlaceInQueue	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" />

Default commands	Parameters
	Extensions: <code>KeyValuePairCollection<ref name="KeyValuePairCollection" /></code>
<code>*Close</code> Deprecated since: 8.1.300.17	<code>*CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /></code>
AddRecentCall	RecentIndex: <code>ObjectTC<ref name="ObjectTC" > Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</ref></code>
Chain InteractionOpenMediaPullById Available since: 8.1.300.17	
PullInteraction	- CommandParameter: <code>String<ref name="String" /></code> - queue: <code>String<ref name="String" /></code> - sourceType: <code>String<ref name="String" /></code> - agentId: <code>String<ref name="String" /></code>
Chain InteractionOpenMediaPullFromWorkbinById Available since: 8.1.300.17	
GetInteractionState	CommandParameter: <code>String<ref name="String" /></code>
CanPullInteraction	CommandParameter: <code>Dictionary<ref name="Dictionary" /></code>
DisplayWarningPullNotPossible	canPullInteractionresult: <code>String<ref name="String" /></code>
PullFromWorkbin	- CommandParameter: <code>String<ref name="String" /></code> - WorkbinId: <code>String<ref name="String" /></code>
Chain InteractionOpenMediaUCSStopProcessing	
StopProcessing	- CommandParameter: <code>String<ref name="String" /></code> - UserData: <code>KeyValuePairCollection<ref name="KeyValuePairCollection" /></code>
Chain InteractionOpenMediaUCSUpdate	

Default commands	Parameters
UpdateInteraction	CommandParameter: IInteraction<ref name="Interaction" />
Chain InteractionOpenMediaTransferAgent	
SetAutoClose	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" > Genesyslab.Desktop.Modules.Windows.Interactions.INotepadVi
TransferAgent	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionOpenMediaWorkflow	
PromptDone Available since: 8.1.300.17	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - ConfirmParentWindow: Window<ref name="Window" >System.Window.Window</ref>
Workflow	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="

Default commands	Parameters
	"KeyValueCollection" />
Chain InteractionPossibleToMoveToWorkbin	
*IsWorkbinDefined Deprecated since: 8.1.300.17	*CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
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" />

Default commands	Parameters
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 />