



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Developer's Guide

Outbound

12/17/2025

Contents

- 1 Outbound
 - 1.1 Learn about Outbound Commands
 - 1.2 Managing Chains and Records
 - 1.3 Managing Outbound Interactions
 - 1.4 References

Outbound



Purpose: To provide information about customizable commands.

Available since: 8.1.100.14

Updated in: 8.1.300.17

Learn about Outbound Commands

These commands manage outbound operations on campaigns, interactions, chains and records.

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

Managing Chains and Records

The following commands cover:

Available since: 8.1.100.14

Default Commands	Parameters
Chain CampaignGetPreviewRecord	
GetOutboundPreviewRecord	CommandParameter: ICampaign<ref name="ICampaign">Genesyslab.Enterprise.Model.Interaction.ICar
Chain CancelOutboundChain	
UpdateOutboundRecord	CommandParameter: IInteraction<ref name="IInteraction">Genesyslab.Desktop.Modules.Core.Model.Int
CancelOutboundChain	
Chain ClosePullPreviewRecord	
RescheduleOutboundRecord	CommandParameter: IInteraction<ref name="IInteraction">_</ref>
CancelOutboundChain	
RejectOutboundRecord	

Default Commands	Parameters
MarkProcessedOutboundChain	CommandParameter: IInteraction<ref name="Interaction">_</ref>
ClosePullPreviewRecord	CommandParameter: IInteractionPullPreview<ref name="InteractionPullPreview">Genesyslab.Desktop.Modules.Outbound</ref>
GetOutboundPreviewRecord Deprecated since 8.1.300.17	CommandParameter: ICampaign<ref name="ICampaign">_</ref>
Chain MarkProcessedOutboundChain	
MarkProcessedOutboundChain	CommandParameter: IInteraction<ref name="Interaction">_</ref>
Chain PossibleToClosePullPreview	
PossibleToClosePullPreview	
Chain PossibleToClosePushPreview	
PossibleToClosePushPreview	
Chain RejectOutboundChain	
UpdateOutboundRecord	CommandParameter: IInteraction<ref name="Interaction">_</ref>
RejectOutboundChain	
Chain StartPreviewRecordOutbound	
StartPreviewRecord	
Chain UpdateOutboundRecord	
UpdateOutboundRecord	CommandParameter: IInteraction<ref name="Interaction">_</ref>

Managing Outbound Interactions

Default Commands	Parameters
Chain InteractionPushPreviewAccept	
AcceptPushPreview	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref> - Extensions: KeyValueCollection<ref name="KeyValueCollection">Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</ref>
Chain InteractionPushPreviewDecline	
DeclinePushPreview	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia"/> - Reasons: KeyValueCollection<ref name="KeyValueCollection">Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</ref> - Extensions: KeyValueCollection<ref name="KeyValueCollection"/>
Chain InteractionPushPreviewWorkflow	
Workflow	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia"/> - Workflow: String<ref name="String">System.String</ref> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
RescheduleOutboundRecord Available since: 8.1.200.16	CommandParameter: IInteraction<ref name="Interaction"/>
CancelOutboundChain	
RejectOutboundRecord	
MarkProcessedOutboundChain Available since: 8.1.200.16	CommandParameter: IInteraction<ref name="Interaction">_</ref>

Default Commands	Parameters
ClosePushPreviewRecord	CommandParameter: InteractionPushPreview<ref name= "InteractionPushPreview">Genesyslab.Desktop.Modules.Outbo

References

<references />