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Workspace Desktop Edition Developer's Guide

Place and Media

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Place and Media



Purpose: To provide information about customizable commands which modify the media of a given place.
Updated in: 8.1.300.17

Learn about Place and Media Commands

The commands presented in this page enable your application to manage the agent activity (login, ready, not ready, log off) on the media of a given place. Commands for the media of type Open Media apply to Chat, E-Mail, and Work Item media.

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

Manage Open Media

The following commands let you manage media of type open media, including work items, chat and e-mail (which inherit from open media):

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate *Do Not Disturb* (DND) features;
- Modify the state reason for a given media.

These commands do not apply to DNs (voice media).

Default Commands	Parameters
Chain MediaOpenMediaChangeStateReason	
• ChangeStateReason	• EnterpriseAgent: IAgent<ref name="IAgent" > Genesyslab.Enterprise.Agent.IAgent</ref> • Device: IDevice<ref name="IDevice" > Genesyslab.Enterprise.Model.Device.IDevice</ref> • Reason: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</ref> • Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
Chain MediaOpenMediaDNDOff	
DNDOff	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" > Genesyslab.Enterprise.Model.Channel.IClientChanel</ref> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection { reasonName</ref> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaOpenMediaDNDOOn	
DNDOn	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaOpenMediaLogOff	
LogOff	- Channel: IClientChanel<ref name="IClientChanel" /> - DevicePlace: IDevice<ref name="IDevice" /> - Device: IDevice<ref name="IDevice" /> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaOpenMediaLogOffPlace	
LogOffPlace	- Channel: IClientChanel<ref name="IClientChanel" /> - EnterpriseAgent: IAgent<ref name="IAgent" /> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
Chain MediaOpenMediaLogOn	
UpdateInteractionSignature	
LogOn	- Channel: IClientChanel<ref name="IClientChanel" /> - DevicePlace: IDevice<ref name="IDevice" /> - Device: IDevice<ref name="IDevice" /> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaOpenMediaLogOnPlace	
UpdateInteractionSignature	
LogOnPlace	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
WorkbinInitialize Deprecated since: 8.1.300.17	ReturnCommandValue: String<ref name="String" > System.String</ref>
Chain MediaOpenMediaNotReady	
UpdateInteractionSignature	
NotReady	- Channel: IClientChanel<ref name="IClientChanel" /> - DevicePlace: IDevice<ref name="IDevice" /> - Device: IDevice<ref name="IDevice" /> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
Chain MediaOpenMediaReady	
UpdateInteractionSignature	
Ready	- Channel: IClientChanel<ref name="IClientChanel" /> - DevicePlace: IDevice<ref name="IDevice" /> - Device: IDevice<ref name="IDevice" /> - Reason: KeyValueCollection { reasonName<ref name="KeyValueCollection { reasonName" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Manage SMS Media

You can also create new outbound sms through the following commands:

Default Commands	Parameters
Chain MediaSmsCreateNewOutboundPageMode Available since: 8.1.100.14	
IsPossibleToCreate Available since: 8.1.100.14	SourcePhoneNumber: String<ref name="String" />
ThreadingOpenMedia Available since: 8.1.100.14	ParentInteractionId: String<ref name="String" />
Create Available since: 8.1.100.14	- CommandParameter: IMediaOpenMedia<ref name="IMediaOpenMedia">Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMedia - Subtype: String<ref name="String" /> - ParentInteractionId: String (ESDK Id)<ref name="String" /> - SourcePhoneNumber: String<ref name="String" /> - DestinationPhoneNumber: String<ref name="String" /> - InputQueues: ICollection<string><ref name="ICollection"

Default Commands	Parameters
	<code>>System.Collections.Generic.ICollection</ref></code> - OutputQueues: <code>ICollection<string><ref name="ICollection" /></code> - UserData: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> - Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> - CorrelatorData: <code>String<ref name="String" /></code>
AddRecentCall Available since: 8.1.100.14	RecentIndex: <code>ObjectTC<ref name="ObjectTC">ObjectTC</ref></code>

Manage E-Mail Media

In addition to **the Open Media commands**, you can also create new outbound e-mails through the following commands:

Default Commands	Parameters
Chain MediaEmailCreateNewOutboundEmail	
IsPossibleToCreate	CommandParameter: <code>InteractionInboundEmail<ref name="InteractionInboundEmail">InteractionInboundEmail</ref></code>
AddSignatureParameters Available since: 8.1.200.16	CommandParameter: <code>IMediaOpenMedia<ref name="IMediaOpenMedia" /></code>
AddResponseSignatureParameters Available since: 8.1.200.16	- SignatureOptionValue: <code>String<ref name="String" /></code> - ESDKInboundEmail: <code>Interaction<ref name="Interaction">Interaction</ref></code>
ThreadingOpenMedia	ParentInteractionId: <code>String<ref name="String" /></code>
Create	- CommandParameter: <code>IMediaOpenMedia<ref name="IMediaOpenMedia" /></code> - ParentInteractionId: <code>String<ref name="String" /></code>

Default Commands	Parameters
	/> - InitialEmail: String<ref name="String" /> Available since: 8.1.300.17 - UserData: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" /> - SignatureParameters: Dictionary<string, object><ref name="Dictionary">Dictionary</ref> Available since: 8.1.200.16
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" />

Manage Voice Media

The following commands apply to the voice media only. The voice media is composed of Directory Numbers (DNs) available on the underlying switches. Through the below commands, you can:

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate the *Do Not Disturb* (DND) features;
- Start a new call;
- Manage a new Instant Messaging session.

Default Commands	Parameters
Chain MediaVoiceDNDOff	
DNDOff	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaVoiceDNDOOn	

Default Commands	Parameters
DNDOn	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaVoiceLogOff	
NegociatedLogout Available since: 8.1.100.14	Media: IMedia<ref name="IMedia" > Genesyslab.Desktop.Modules.Core.Model.Agents.IMedia</ref>
TLibUpdateSignature	
LogOff	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Queue: String<ref name="String" /> - Password: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaVoiceLogOn	
UpdateTlibSignature	
LogOn	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Queue: String<ref name="String" /> - WorkMode: Identity<ref name="Identity" > Genesyslab.Enterprise.Model.Identity</ref> - Password: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	"KeyValueCollection" />
Chain MediaVoiceMakeCall	
CleanUpInteractionCode	- CommandParameter: IMediaVoice<ref name="IMediaVoice" > Genesyslab.Desktop.Modules.Core.Model.Agents.IMediaVoice< - UserData: KeyValueCollection<ref name="KeyValueCollection" />
ThreadingVoice	UserData: String<ref name="String" />
MakeCall	- CommandParameter: IMediaVoice<ref name="IMediaVoice" /> - Destination: String<ref name="String" /> - Location: String<ref name="String" /> - MakeCallType: MakeCallType<ref name="MakeCallType" > Genesyslab.Enterprise.Interaction.MakeCallType</ref> - UserData: KeyValueCollection<ref name="KeyValueCollection" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain MediaVoiceMakeIM	
MakeIM	- CommandParameter: IMediaVoice<ref name="IMediaVoice" /> - Destination: String<ref name="String" /> - Location: String<ref name="String" /> - MakeCallType: MakeCallType<ref name="MakeCallType" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" /> - Reasons: KeyValueCollection<ref name="

Default Commands	Parameters
	"KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain MediaVoiceNotReady	
UpdateTLibSignature	
NotReady	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Queue: String<ref name="String" /> - WorkMode: Identity<ref name="Identity" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaVoiceReady	
UpdateTLibSignature	
Ready	- EnterpriseAgent: IAgent<ref name="IAgent" /> - Channel: IClientChanel<ref name="IClientChanel" /> - Queue: String<ref name="String" /> - WorkMode: Identity<ref name="Identity" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain MediaVoiceStartIMSession	
Start	

References

<references />