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Workspace Desktop Edition Developer's Guide

Reference for Commands

Reference for Commands



Purpose: To provide the list of customizable commands for Interaction Workspace.

The following table provides the list of commands available for the Interaction workspace. Parameters are detailed in the related pages.

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

Chains of Commands

Available chains of command	Related pages
- ActiveRecordingPauseRecordIxnScreenCommand - ActiveRecordingPauseRecordScreenCallCommand - ActiveRecordingResumeRecordIxnScreenCommand - ActiveRecordingResumeRecordScreenCallCommand - ActiveRecordingStartRecordIxnScreenCommand - ActiveRecordingStartRecordScreenCallCommand - ActiveRecordingStopRecordIxnScreenCommand - ActiveRecordingStopRecordScreenCallCommand	Active Recording
- ApplicationClose - BroadcastMessageClose - BroadcastMessageShow	Windows
BundleClose	Chat Callback IM E-Mails Voice Open Media SMS Work Items

Available chains of command	Related pages
CampaignGetPreviewRecord	Outbound
CancelConnectionCommand	Windows
- CancelOutboundChain - ClosePullPreviewRecord	Outbound
- ContactIsModified - ContactNotification - ContactOpenSearchWindow - ContactOpenToDialog - CreateInteractionUCSFromESDKInteraction - DeleteInteractionUCS	UCS
- InteractionCallbackAccept - InteractionCallbackActiveCustomerSession - InteractionCallbackCompleteCustomerSession - InteractionCallbackDecline - InteractionCallbackIsPossibleToClose - InteractionCallbackParkParent - InteractionCallbackPullParent - InteractionCallbackWorkflow	Callback
- InteractionChatAcceptChat - InteractionChatAutoCloseInteraction - InteractionChatAutoDisconnect - InteractionChatCloseInteraction - InteractionChatCompleteConferenceAgent - InteractionChatCompleteTransferAgent - InteractionChatConferenceAgent - InteractionChatConsultPromptForEnd - InteractionChatConsultRelease	Chat

Available chains of command	Related pages
• InteractionChatDeclineChat • InteractionChatDisconnectChat • InteractionChatDisconnectChatSessionChannel • InteractionChatDisconnectMonitoredChat • InteractionChatDisconnectMonitoredCoachChat • InteractionChatInitConsultation • InteractionChatIsPossibleToClose • InteractionChatLeaveInteractionFromConference • InteractionChatPlaceInQueue • InteractionChatPushUrl • InteractionChatReconnect • InteractionChatReleasePartyFromConference • InteractionChatReleasePartyFromConsult • InteractionChatReopenChannel • InteractionChatSendMessage • InteractionChatTransferAgent • InteractionChatTypingStarted • InteractionChatTypingStopped • InteractionChatWorkflow	
• InteractionEmailActionOnOpenedEmailById • InteractionEmailClose • InteractionEmailDelete • InteractionEmailDeleteById • InteractionEmailForward • InteractionEmailIsPossibleToClose • InteractionEmailLoad • InteractionEmailMarkDoneById • InteractionEmailMoveToWorkbin • InteractionEmailPlaceInQueue • InteractionEmailPrint • InteractionEmailPullById	E-Mails

Available chains of command	Related pages
• InteractionEmailPullFromWorkbinById • InteractionEmailReply • InteractionEmailReplyById • InteractionEmailResend • InteractionEmailSave • InteractionEmailSaveNewOutbound • InteractionEmailSend • InteractionEmailSendInterimReply • InteractionEmailTransferAgent • InteractionEmailWorkflow • InteractionEmailWorkflowFromInteractionESDK	
• InteractionIMClose • InteractionIMIsPossibleToClose • InteractionIMReleaseIM • InteractionIMSendMessage	IM
• InteractionInboundEmailPossibleToMoveToWorkbin • InteractionInboundEmailSearchAndMoveToWorkbin	E-Mails
• InteractionOpenMediaCanPullInteraction • InteractionOpenMediaClose • InteractionOpenMediaCloseOnOutOfService • InteractionOpenMediaConferenceAgent • InteractionOpenMediaGetInteractionStateById • InteractionOpenMediaHandlingTimeout • InteractionOpenMediaPlaceInQueue • InteractionOpenMediaPullById • InteractionOpenMediaPullFromWorkbinById • InteractionOpenMediaTransferAgent • InteractionOpenMediaUCSStopProcessing • InteractionOpenMediaUCSUpdate	• Open Media

Available chains of command	Related pages
InteractionOpenMediaWorkflow	
- InteractionOutboundEmailPossibleToMoveToWorkbin - InteractionOutboundEmailSearchAndMoveToWorkbin	E-Mails
InteractionPossibleToMoveToWorkbin	Workbins
- InteractionPushPreviewAccept - InteractionPushPreviewDecline - InteractionPushPreviewWorkflow	Outbound
InteractionSetAttachedDataWithDelay	- Callback - Chat - IM - E-Mails - Voice - SMS - Open Media - Work Items
- InteractionSmsAccept - InteractionSmsCreateReplyMessage - InteractionSmsDecline - InteractionSmsDelete - InteractionSmsDisconnectSmsSessionChannel - InteractionSmsGetHistoricMessage - InteractionSmsIsPossibleToClose - InteractionSmsPlaceInQueue - InteractionSmsSendMessage - InteractionSmsSendNewMessage - InteractionSmsSendReplyMessage - InteractionSmsTransferAgent	SMS

Available chains of command	Related pages
InteractionSmsWorkflow	
InteractionUCSInQueue	UCS
- InteractionVoiceAlternateCall - InteractionVoiceAnswerCall - InteractionVoiceAutoCloseConsult - InteractionVoiceBeforeClose - InteractionVoiceClose - InteractionVoiceCompleteConference - InteractionVoiceCompleteTransfer - InteractionVoiceDeleteFromConference - InteractionVoiceHoldCall - InteractionVoiceIfPossibleCloseInteraction - InteractionVoiceInitConference - InteractionVoiceInitTransfer - InteractionVoiceIsPossibleToClose - InteractionVoiceListenDisconnect - InteractionVoiceListenReconnect - InteractionVoiceMuteOff - InteractionVoiceMuteOn - InteractionVoicePauseRecordCall - InteractionVoicePauseRecordScreenCall - InteractionVoiceReconnectCall - InteractionVoiceRecordCall - InteractionVoiceRedirectCall - InteractionVoiceReleaseCall - InteractionVoiceResume - InteractionVoiceResumeRecordCall - InteractionVoiceResumeRecordScreenCall - InteractionVoiceRetrieveCall - InteractionVoiceSendDTMF	Voice

Available chains of command	Related pages
- InteractionVoiceSingleStepConference - InteractionVoiceSingleStepTransfer - InteractionVoiceStartRecordScreenCall - InteractionVoiceStopRecordCall - InteractionVoiceStopRecordScreenCall	
- InteractionWorkItemAccept - InteractionWorkItemDecline - InteractionWorkitemMarkDoneById - InteractionWorkItemMoveToWorkbin - InteractionWorkItemPossibleToMoveToWorkbin - InteractionWorkitemPutBackToOriginalSource - InteractionWorkItemSearchAndMoveToWorkbin - InteractionWorkitemWorkflowFromInteractionESDK	Work Items
MarkProcessedOutboundChain	Outbound
MediaEmailCreateNewOutboundEmail	Place and Media
- MediaOpenMediaChangeStateReason - MediaOpenMediaDNDOff - MediaOpenMediaDNDOn - MediaOpenMediaLogOff - MediaOpenMediaLogOffPlace - MediaOpenMediaLogOn - MediaOpenMediaLogOnPlace - MediaOpenMediaNotReady - MediaOpenMediaReady - MediaSmsCreateNewOutboundPageMode - MediaVoiceDNDOff - MediaVoiceDNDOn - MediaVoiceLogOff	Place and Media

Available chains of command	Related pages
- MediaVoiceLogOn - MediaVoiceMakeCall - MediaVoiceMakeIM - MediaVoiceNotReady - MediaVoiceReady - MediaVoiceStartIMSession	
- NotepadInsertTimeStamp - PossibleToCloseAllInteractions - PossibleToClosePullPreview - PossibleToClosePushPreview	Windows
RejectOutboundChain	Outbound
SetLastCalledAgentUCS	UCS
StartPreviewRecordOutbound	Outbound
- TeamCommunicatorAddToFavorite - TeamCommunicatorModifyFavorite - TeamCommunicatorOpenInteraction	Windows
- TeamLeadEndMonitoring - TeamLeadEndMonitoringChat - TeamLeadEndMonitoringVoice - TeamLeadMonitorAll - TeamLeadSetSupervisorBargeInChat - TeamLeadSetSupervisorBargeInVoice - TeamLeadSetSupervisorCoachChat - TeamLeadSetSupervisorCoachVoice - TeamLeadSetSupervisorMuteVoice - TeamLeadStopMonitor	Supervision

Available chains of command	Related pages
• <code>ToasterAcceptPreview</code> • <code>ToasterDeclinePreview</code> • <code>ToasterInteractionAccept</code> • <code>ToasterInteractionDecline</code> • <code>ToasterInteractionEmailAccept</code> • <code>ToasterInteractionEmailDecline</code> • <code>ToasterInteractionIMAccept</code> • <code>ToasterInteractionIMReject</code> • <code>ToasterInteractionOpenMediaAccept</code> • <code>ToasterInteractionOpenMediaDecline</code> • <code>ToasterInteractionPreviewAccept</code> • <code>ToasterInteractionPreviewDecline</code> • <code>ToasterShowBroadcastMessage</code>	Windows
• <code>UpdateOutboundRecord</code>	Outbound
• <code>WindowClose</code> • <code>WindowInteractionClose</code>	Windows
• <code>WorkbinPreSelectedByName</code> • <code>WorkbinPullInteraction</code> • <code>WorkbinPushInteraction</code> • <code>WorkbinSelected</code>	Workbins