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Workspace Desktop Edition Developer's Guide

SMS

5/3/2025

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SMS



Purpose: To provide information about customizable commands.

Available since: 8.1.100.14

Updated in: 8.1.300.17

Learn about SMS Commands

These commands manage operations on SMS interactions.

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

Managing SMS Interactions

Chains of Commands to Manage SMS Interactions	
Default Commands	Parameters
Chain InteractionSmsAccept	
Accept	CommandParameter: InteractionSms<ref name="InteractionSms">Genesyslab.Desktop.Modules.OpenMedia
Chain InteractionSmsCreateReplyMessage	
IsPossibleToCreate	SourcePhoneNumber: String<ref name="String">System.String</ref>
IsItPossibleToSendPageSms	OutboundQueue: String<ref name="String" />
SetContext	CorrelatorData: String<ref name="String" />
Create	- CommandParameter: IMediaOpenMedia<ref name="IMediaOpenMedia">Genesyslab.Desktop.Modules.OpenMedia - Subtype: String<ref name="String" /> - ParentInteractionId: String<ref name="String" />(Enterprise Service ID) - SourcePhoneNumber: String<ref name="String"

Default Commands	Parameters
	/> - DestinationPhoneNumber: String<ref name="String" /> - InputQueues: ICollection<ref name="ICollection">System.Collections.Generic.ICollection</ref> - OutputQueues: ICollection<ref name="ICollection" /> - UserData: KeyValueCollection<ref name="KeyValueCollection">Genesyslab.Enterprise.Commons.Collect - Extensions: KeyValueCollection<ref name="KeyValueCollection" /> - CorrelatorData: String<ref name="String" />
CreateUCS	EsdkInteraction: IInteraction<ref name="Interaction">Genesyslab.Enterprise.Model.Interaction.IInterac - ParentInteractionId: String<ref name="String" />
Chain InteractionSmsDecline	
Decline	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia">Genesyslab.Desktop.Modules.OpenM - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Close Available since: 8.1.200.16	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
Chain InteractionSmsDelete	
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window"> System.Window.Window</ref>
Delete	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />

Default Commands	Parameters
Chain InteractionSmsDisconnectSmsSessionChannel	
Disconnect	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionSmsGetHistoricMessage	
ExtractInteractions	- CommandParameter: String<ref name="String" /> (contactId) - ListAttributes: StringList<ref name="StringList">Genesyslab.Platform.Contacts.Protocols.ContactSe - MediaTypes: String<ref name="String" /> (list of media type seperated by comma.) - TimeFrame: System (time frame in hour) - ExcludedInteractions: IList<T><ref name="IList">System.Collections.Generic.IList<T></ref> (interaction id) - InteractionsUCS: IList<T><ref name="IList" /> (output parameter).
DecodeInteractions	- InteractionsUCS: IList<T><ref name="IList" /> - SmsMessages: ArrayList <ref name="ArrayList">System.Collections.ArrayList</ref>; the collection contains [ISmsMessage<ref name="ISmsMessage">Genesyslab.Desktop.Modules.Contacts.Decod output parameter].
Processing	- ModelView: ISmsViewModel<ref name="ISmsViewModel">Genesyslab.Desktop.Modules.OpenMedia.W - Interaction: Interaction<ref name="Interaction">Genesyslab.Desktop.Modules.Core.Model.Interac - SmsMessages: ArrayList <ref name="ArrayList">System.Collections.ArrayList</ref>; the collection contains [ISmsMessage<ref name="ISmsMessage">Genesyslab.Desktop.Modules.Contacts.Decod output parameter].
Chain InteractionSmsIsPossibleToClose	
IsPossibleToClose	CommandParameter: IInteractionSms<ref name="IInteractionSms">Genesyslab.Desktop.Modules.OpenMedia.M
Chain InteractionSmsPlaceInQueue	

Default Commands	Parameters
UpdateInteractionUCS	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" /> Available since: 8.1.300.17
SaveAttachedData	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" />
SetAutoClosePageMode	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
PlaceInQueue	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
SetAutoCloseSessionMode	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
ReleaseParty	CommandParameter: IInteractionSms<ref name="InteractionSms" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" > Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</ref>
Chain InteractionSmsSendMessage	
IsDispositionCodeMandatory	CommandParameter: IInteractionSms<ref name="InteractionSms" />
SendMessage	CommandParameter: IInteractionSms<ref

Default Commands	Parameters
	name="InteractionSms" /> • Visibility: String<ref name="String" /> • Message: String<ref name="String" />
• MimizeWindow	• CommandParameter: IInteractionSms<ref name="InteractionSms" /> • Window: Window<ref name="Window" />
Chain InteractionSmsSendMessage	
• IsItPossibleToSendPageSms	• OutboundQueue: String<ref name="String" />
• Send	• CommandParameter: IInteractionSms<ref name="InteractionSms" /> • OutboundQueue: String<ref name="String" /> • SourcePhoneNumber: String<ref name="String" /> • Reason: KeyValueCollection<ref name="KeyValueCollection" /> • Extensions: KeyValueCollection<ref name="KeyValueCollection" /> • CorrelatorData: String<ref name="String" />
• UpdateInteractionUCS	• CommandParameter: IInteraction<ref name="Interaction" />
Chain InteractionSmsSendReplyMessage	
• IsItPossibleToSendPageSms	• OutboundQueue: String<ref name="String" />
• Send	• CommandParameter: ISMSInteraction<ref name="ISMSInteraction" > Genesyslab.Enterprise.Model.Interaction.ISMSInteraction</ref> • OutboundQueue: String<ref name="String" /> • Reason: KeyValueCollection<ref name="KeyValueCollection" /> • Extensions: KeyValueCollection<ref name="KeyValueCollection" /> • CorrelatorData: String<ref name="String" />

Default Commands	Parameters
CloseParentInteraction	ParentInteraction: CommandParameter<ref name="CommandParameter">CommandParameter</ref>
Chain InteractionSmsTransferAgent	
SetAutoClosePageMode	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="IInteraction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel">Genesyslab.Desktop.Modules.Windows.Interactions.INotepad
TransferAgent	- CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
SetAutoCloseSessionMode	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
ReleaseParty	CommandParameter: IInteractionSms<ref name="IInteractionSms" />
AddRecentCall	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionSmsWorkflow	
PromptDone Available since: 8.1.300.17	- CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> - ConfirmParentWindow: Window<ref name="Window">System.Window.Window</ref>

Default Commands	Parameters
ReleaseParty	CommandParameter: IInteractionSms<ref name="IInteractionSms" />
UpdateInteractionUCS	CommandParameter: IInteraction<ref name="IInteraction" />
Workflow	- CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
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

<references />