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# Workspace Desktop Edition Developer's Guide

Supervision

12/18/2025

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# Supervision



**Purpose:** To provide information about customizable commands for the supervision features.

**Created in:** 8.1.300.17

## Learn about Supervision

The following commands apply to supervisor buttons available in toolbars and toaster components that your application can customize. For further information, see [Views and Regions](#), which lists the type of available components.

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

## Manage Monitoring

The following commands are use to manage supervision.

**Chains of Commands to Manage Monitoring**

| Default Commands  | Parameters   |
|---|--|
| <b>Chain</b> TeamLeadEndMonitoring  |  |
| <ul style="list-style-type: none"> <li>EndMonitoring</li> </ul>               |  |
| <b>Chain</b> TeamLeadEndMonitoringChat  |  |
| <ul style="list-style-type: none"> <li>EndMonitoringChat</li> </ul>           |  |
| <b>Chain</b> TeamLeadEndMonitoringVoice                                       |  |
| <ul style="list-style-type: none"> <li>EndMonitoringVoice</li> </ul>          |  |
| <b>Chain</b> TeamLeadIntrudeCurrentChat<br><b>Available since:</b> 8.1.300.17 |  |
| <ul style="list-style-type: none"> <li>IntrudeCurrentChat</li> </ul>          |  |
| <ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>               | <ul style="list-style-type: none"> <li>RecentIndex: ObjectTC&lt;ref name="ObjectTC"</li> </ul> |

| Default Commands   | Parameters  |
|--|---|
|  | <code>/&gt;</code>  |
| <b>Chain</b> TeamLeadIntrudeCurrentVoice<br><b>Available since:</b> 8.1.300.17   |   |
| <ul style="list-style-type: none"> <li>IntrudeCurrentVoice</li> </ul>            |   |
| <ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>                  | <ul style="list-style-type: none"> <li>RecentIndex: ObjectTC&lt;ref name="ObjectTC"&gt;/&gt;</li> </ul>   |
| <b>Chain</b> TeamLeadIsItPossibleToMonitor<br><b>Available since:</b> 8.1.300.17 |   |
| <ul style="list-style-type: none"> <li>IsItPossibleToMonitor</li> </ul>          | <ul style="list-style-type: none"> <li>CommandParameter: String&lt;ref name="String"&gt;System.String&lt;/ref&gt; (employeeID)</li> <li>IsItPossibleToMonitor: Boolean&lt;ref name="Boolean"&gt;System.Boolean&lt;/ref&gt;, output parameter</li> </ul> |
| <b>Chain</b> TeamLeadMonitorAll  |   |
| <ul style="list-style-type: none"> <li>MonitorAllVoiceCalls</li> </ul>           |   |
| <ul style="list-style-type: none"> <li>MonitorAllChatInteractions</li> </ul>     |   |
| <ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>                  | <ul style="list-style-type: none"> <li>RecentIndex: ObjectTC&lt;ref name="ObjectTC"&gt;Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC&lt;/ref&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>AddToTrackingList</li> </ul>              |   |
| <b>Chain</b> TeamLeadSetSupervisorBargelnChat                                    |   |
| <ul style="list-style-type: none"> <li>SetSupervisorBargelnChat</li> </ul>       |   |
| <b>Chain</b> TeamLeadSetSupervisorBargelnVoice                                   |   |
| <ul style="list-style-type: none"> <li>SetSupervisorBargelnVoice</li> </ul>      |   |
| <b>Chain</b> TeamLeadSetSupervisorCoachChat                                      |   |
| <ul style="list-style-type: none"> <li>SetSupervisorCoachChat</li> </ul>         |   |
| <b>Chain</b> TeamLeadSetSupervisorCoachVoice                                     |   |

| Default Commands  | Parameters   |
|---|--|
| <ul style="list-style-type: none"><li>SetSupervisorCoachVoice</li></ul>     |  |
| <b>Chain</b> TeamLeadSetSupervisorMuteVoice                                 |  |
| <ul style="list-style-type: none"><li>SetSupervisorMuteVoice</li></ul>      |  |
| <b>Chain</b> TeamLeadStopMonitor  |  |
| <ul style="list-style-type: none"><li>StopMonitorVoiceCalls</li></ul>       |  |
| <ul style="list-style-type: none"><li>StopMonitorChatInteractions</li></ul> |  |
| <ul style="list-style-type: none"><li>RemoveFromTrackingList</li></ul>      |  |
| <ul style="list-style-type: none"><li>AddRecentCall</li></ul>               | <ul style="list-style-type: none"><li>RecentIndex: ObjectTC&lt;ref name="ObjectTC" /&gt;</li></ul> |

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## References

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