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Workspace Desktop Edition Developer's Guide

Toolbar Window

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Toolbar Window

	Purpose: To present for each window, the list of default views and regions that your application can customize.
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Window: ToolbarWindow

Available since: 8.0.1; **updated in:** 8.1.0, 8.1.1, 8.1.2, 8.1.3

The ToolbarWindow (IToolbarWindow) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref> is the top-level window which contains predefined buttons in theToolbarWorksheetButtonRegion associated with specific working views.



The ToolbarWindow; no working view is deployed.

This toolbar contains views and regions which are activated depending on the user's input by clicking expandable button for instance. The components available in this toolbar are the following views and regions:

- **Window:** ToolbarWindow (IToolbarWindow) <ref name="Windows" />
 - **Region:** MainSplitButtonRegion (Multi-view)
Available since: 8.1.200.16
 - **View:** MainButtonView (IMainButtonView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** MainToolbarMonitorView (IMainToolbarMonitorView) <ref name="ActiveRecording" >Module: Genesyslab.Desktop.Modules.ActiveRecording</ref>
Available since: 8.1.300.17
 - **Region:** HelpSplitButtonRegion
Available since: 8.1.200.16
 - **View:** ButtonHelpView (IButtonHelpView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ToolbarDialerRegion
 - **View:** ToolbarDialerView (ITeamCommunicatorView) <ref name="TeamCommunicator" >Module: Genesyslab.Desktop.Modules.TeamCommunicator</ref>
 - **Region:** ToolbarWorksheetButtonRegion (Multi-view)

- **View:** MyWorkplaceButtonView (IMyWorkplaceButtonView) <ref name="Windows" />
 - **Region:** WorkspaceMenuRegion
 - **View:** PlaceStatusMenu (IPlaceStatusMenuView)
 - **View:** MyCampaignsMenu (IMyCampaignsMenuView) <ref name="Outbound" >Module: Genesyslab.Desktop.Modules.Outbound</ref>
Available since: 8.1.200.16
 - **View:** MyHistoryMenu (IHistoryMenuView) <ref name="Contacts" />
 - **View:** MyStatisticsMenu (IMyStatisticsMenuView) <ref name="Statistics" />
 - **View:** CallCenterStatisticsMenu (ICallCenterStatisticsMenuView) <ref name="Statistics" >Module: Genesyslab.Desktop.Modules.Statistics</ref>
- **View:** MainToolbarWorkbinsContainerButtonView (IMainToolbarWorkbinsContainerButtonView) <ref name="OpenMedia">Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** MainToolbarContainerButtonView (IMainToolbarContainerButtonView) <ref name="Contacts" >Module: Genesyslab.Desktop.Modules.Contacts</ref>
- **View:** MainToolbarContainerAlertMessageButtonView (IAlertMessageButtonView) <ref name="Windows" />

Available since: 8.1.100.14

- **Region:** ToolbarInteractionBarRegion

Available since: 8.1.100.14

- **View:** InteractionMainToolbarContainerView (IInteractionMainToolbarContainerView) <ref name="Interactionbar" >Module: Genesyslab.Desktop.Modules.InteractionBar</ref>
 - **Region:** InteractionMainToolbarContainerRegion
 - **View:** InteractionBar (IInteractionBarView) <ref name="Interactionbar" >Module: Genesyslab.Desktop.Modules.InteractionBar</ref>
 - **Region:** InteractionBarCasesRegion (Multi-view)

- **Region:** ToolbarStatusRegion

- **View:** AlertMessageView (IAlertMessageView) <ref name="Windows" />
 - **Region:** MyMessageRegion
 - **View:** MyMessagesView (IMyBroadcastMessageView) <ref name="Windows" />

- **Region:** ToolbarWorksheetRegion

- **View:** MyWorkplaceContainerView (IMyWorkplaceContainerView) <ref name="Windows" />
- **View:** MainToolbarContainerView (IMainToolbarContainerView) <ref name="Contacts" />
- **View:** MainToolbarWorkbinsContainerView (IMainToolbarWorkbinsContainerView) <ref name="OpenMedia" />

The following subsections detail the multi-views which are part of the components listed above.

Multi-view: InteractionBarCasesRegion

Available since: 8.1.1. **Updated in:** 8.1.2, 8.1.3

The multi-view InteractionBarCasesRegion is part of the InteractionBar region and includes the following regions and views:

- **Region:** InteractionBarCasesRegion (Multi-view)
 - **View:** InteractionBarCase (IInteractionBarCaseView) <ref name="InteractionBar"/>
 - **Region:** InteractionBarMainBundleRegion
 - **View:** InteractionBarMainBundle (IInteractionBarMainBundleView) <ref name="InteractionBar">Module: Genesyslab.Desktop.Modules.InteractionBar</ref>
 - **Region:** InteractionBarInteractionsRegion (Multi-view)
 - **View:** InteractionBarInteraction (IInteractionBarInteractionView) <ref name="InteractionBar"/>
 - **Region:** BundleToolbarContainerRegion (Multi-view)
 - **View:** InteractionCallbackToolbarView (IInteractionCallbackToolbarView) <ref name="Callback">Module: Genesyslab.Desktop.Modules.Callback</ref>
Available since: 8.1.300.17
 - **View:** TeamLeadToolbarView (ITeamLeadToolbarView) <ref name="TeamLead">Module: Genesyslab.Desktop.Modules.TeamLead</ref>
Available since: 8.1.300.17
 - **View:** InteractionPreviewToolbarView (IInteractionPreviewToolbarView) <ref name="Outbound">Module: Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** InteractionSmsToolbarView (IInteractionSmsToolbarView) <ref name="OpenMedia">Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** InteractionInboundEmailToolbarView (IInteractionInboundEmailToolbarView) <ref name="OpenMedia" />
 - **View:** InteractionOutboundEmailToolbarView (IInteractionOutboundEmailToolbarView) <ref name="OpenMedia" />
 - **View:** BundleToolbarView (IBundleToolbarView) (Module: Genesyslab.Desktop.Modules.Windows)
Available since: 8.1.300.17
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** DonePullPreviewToolbarView (IDonePullPreviewToolbarView) <ref name="Outbound">Module: Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** RescheduleToolbarView (IRescheduleToolbarView) <ref name="Outbound">Module: Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** IxnMonitor (IxnMonitor) <ref name="

- "ActiveRecording">Module:
Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **View:** InteractionCallbackRescheduleToolbarView (IInteractionCallbackRescheduleToolbarView) <ref name="Callback">Module:
Genesyslab.Desktop.Modules.Callback</ref>
- **View:** InteractionChatToolbarView (IInteractionChatToolbarView) <ref name="OpenMedia" />
- **View:** InteractionChatConsultToolbarView (IInteractionChatConsultToolbarView) <ref name="OpenMedia">Module:
Genesyslab.Desktop.Modules.OpenMedia</ref>
Available since: 8.1.200.16
- **View:** InteractionIMToolbarView (IInteractionIMToolbarView) <ref name="Voice">Module: Genesyslab.Desktop.Modules.Voice</ref>
- **View:** InteractionPreviewToolbarView (IInteractionPreviewToolbarView) <ref name="Outbound">Module:
Genesyslab.Desktop.Modules.Outbound</ref>
- **View:** InteractionVoiceToolbarView (IInteractionVoiceToolbarView) <ref name="Voice" />
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
 - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording">Module:
Genesyslab.Desktop.Modules.ActiveRecording</ref>
Available since: 8.1.200.16
 - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref name="SIPEndpointCommunication">Module:
Genesyslab.Desktop.Modules.SIPEndpointCommunication</ref>
- **View:** InteractionWorkItemToolbarView (IInteractionWorkItemToolbarView) <ref name="OpenMedia" />
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)
- **Region:** InteractionBarBundleToolbarRegion (Multi-view)
 - **View:** TeamLeadToolbarView (ITeamLeadToolbarView) <ref name="TeamLead">Module: Genesyslab.Desktop.Modules.TeamLead</ref>
Updated in:8.1.300.17
 - **View:** BundleToolbarView (IBundleToolbarView) <ref name="Windows" />
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** DonePullPreviewToolbarView (IDonePullPreviewToolbarView) <ref name="Outbound" />
 - **View:** RescheduleToolbarView (IRescheduleToolbarView) <ref name="Outbound" />
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording">Module:
Genesyslab.Desktop.Modules.ActiveRecording</ref>

Available since: 8.1.200.16

- **View:** InteractionCallbackRescheduleToolBarView (InteractionCallbackRescheduleToolBarView) (Module: Genesyslab.Desktop.Modules.Callback)
Available since: 8.1.300.17
- **Region:** InteractionBarConsultationBundlesRegion (Multi-view)
 - **View:** InteractionBarConsultationBundle (InteractionBarConsultationBundleView) <ref name="Interactionbar" >Module: Genesyslab.Desktop.Modules.InteractionBar</ref>
Available since: 8.1.200.16
 - **Region:** InteractionBarInteractionsRegion (Multi-view)
 - **Region:** InteractionBarBundleToolBarRegion (Multi-view)

Multi-view: MyWorkplaceContainerView

Available since: 8.0.1

Updated in: 8.1.0, 8.1.1, 8.1.2

The multi-view MyWorkPlace is part of the ToolbarWorksheetRegion region and includes the following regions and views:

- **View:** MyWorkplaceContainerView (IMyWorkplaceContainerView) <ref name="Windows" />
 - **Region:** ToolbarWorkplaceRegion (Multi-view)
 - **View:** MyPlaceStatusView (IMyPlaceStatusView) <ref name="Windows" />
Available since: 8.0.1
 - **View:** myCampaignsListView (IMyCampaignsView) <ref name="Outbound" >Module: Genesyslab.Desktop.Modules.Outbound</ref>
 - Available since: 8.1.100.14
 - **Region:** CampaignsErrorRegion
 - **View:** campaignsErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **View:** MyContactHistory (IMyContactHistoryView) <ref name="Contacts" />
Available since: 8.1.0
 - **Region:** ContactHistoryErrorRegion
 - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts" />
 - **Region:** ContactDetailRegion
Available since: 8.1.200.16
 - **View:** OpenMediaContactDetailContentView (IContactDetailView)(IOpenMediaContactDetailContentView) <ref name="Contacts">Module: Genesyslab.Desktop.Modules.Contacts</ref>
Updated in: 8.1.300.17

- **Region:** ControllListAttachmentRegion
 - **View:** AttachmentView ControllListAttachmentView (IAttachmentView) <ref name="Windows" />
- **View:** FormerContactDetailContentView (IContactDetailContentView|FormerContactDetailContentView) <ref name="Contacts">Module: Genesyslab.Desktop.Modules.Contacts</ref>
Available since: 8.1.200.16, updated in: 8.1.300.17
 - **Region:** ControllListAttachmentRegion
 - **View:** AttachmentView ControllListAttachmentView (IAttachmentView) <ref name="Windows" />
Updated in: 8.1.300.17
- **View:** ~~NotepadView~~ ContactHistoryNotepadView
Updated in: 8.1.300.17
(INotepadView) <ref name="Windows" />
- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" />
 - **Region:** StaticCaseDataRegion
Available since: 8.1.200.16
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows">Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
Available since: 8.1.200.16
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows">Module: Genesyslab.Desktop.Modules.Windows</ref>
- **View:** MyStatisticsView (IMyStatisticsView) <ref name="Statistics" />
- **View:** MyCallCenterStatisticsView (IMyCallCenterStatisticsView) <ref name="Statistics" />

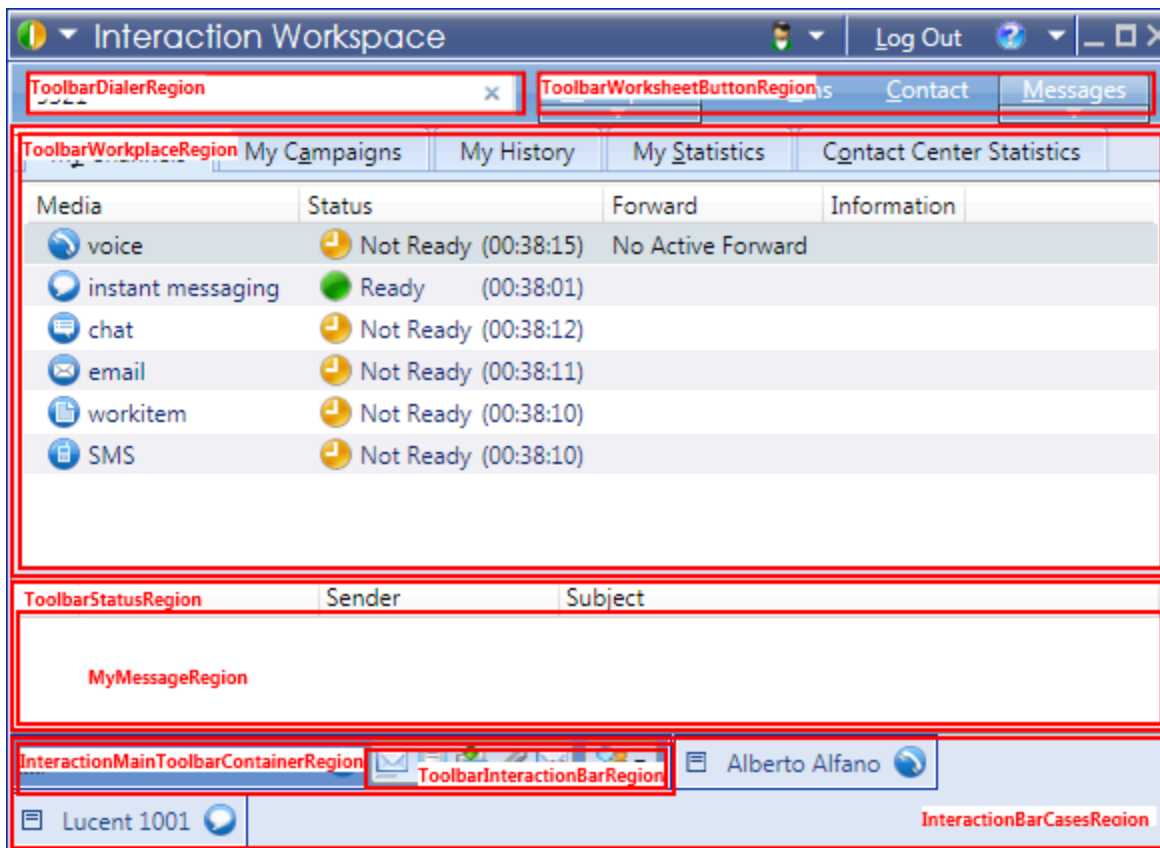
See the **Gadget Windows** for screenshots of **MyStatisticsView** and **MyCallCenterStatisticsView**.

Example: MyPlaceStatusView

Updated in: 8.1.100.14

In the following example, you can observe the views and regions which are visible when:

1. The Place Status Menu is selected in the ToolbarWorksheetButtonRegion.
2. The *MyChannel* tab is selected and makes visible the MyPlaceStatusView.



The selection of 'MyChannels' displays the 'PlaceStatus' View (8.1.1).

The views and regions which are visible in this screenshot are the following:

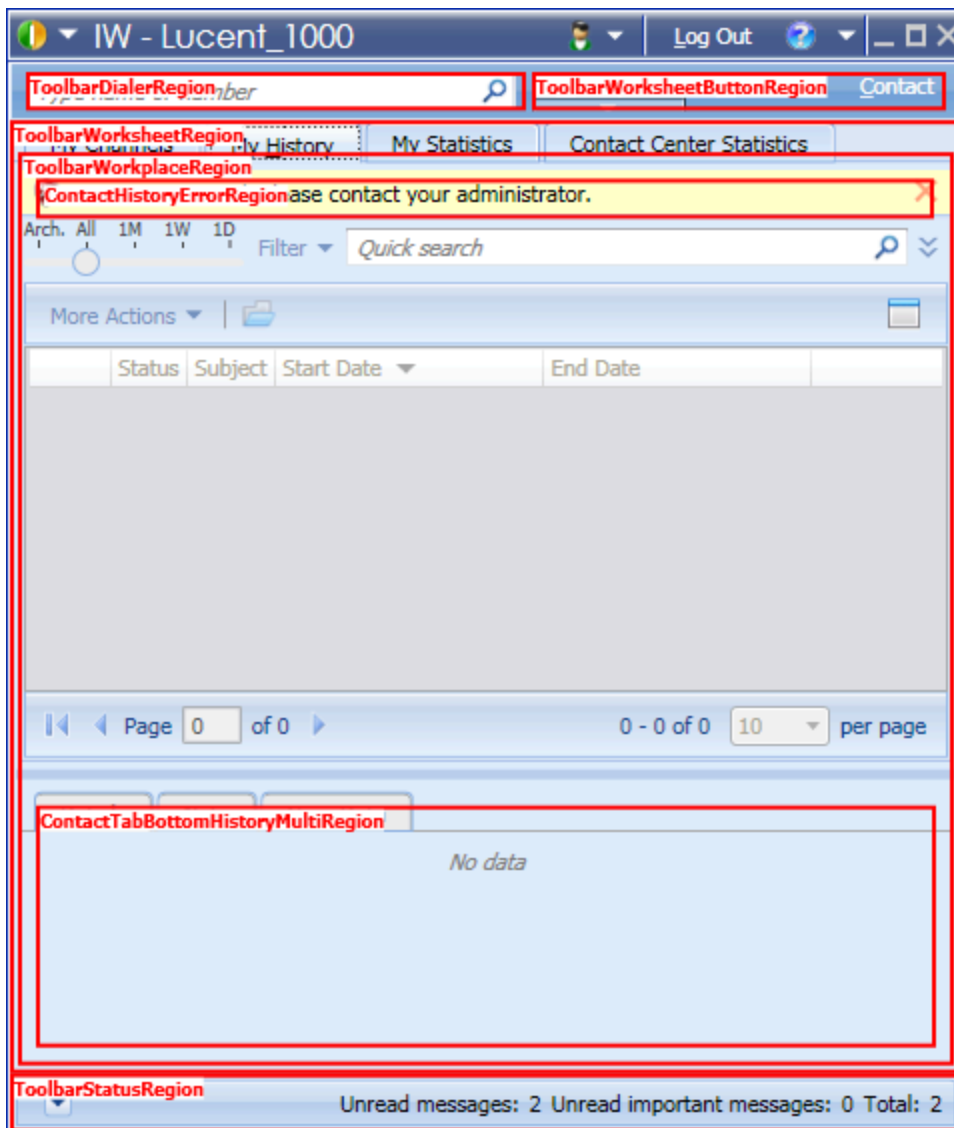
- **Window:** ToolbarWindow (IToolbarWindow) <ref name="Windows" />
 - **Region:** MainSplitButtonRegion (Multi-view)
 - **View:** MainButtonView (IMainButtonView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** HelpSplitButtonRegion
 - **View:** ButtonHelpView (IButtonHelpView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ToolbarDialerRegion
 - **View:** ToolbarDialerView (ITeamCommunicatorView) <ref name="TeamCommunicator" />
 - **Region:** ToolbarWorksheetButtonRegion (Multi-view)
 - **View:** MyWorkplaceButtonView (IMyWorkplaceButtonView) <ref name="Windows" />
 - **Region:** WorkspaceMenuRegion
 - **View:** PlaceStatusMenu (IPlaceStatusMenuView)
 - **Region:** ToolbarStatusRegion

- **View:** AlertMessageView (IAlertMessageView) <ref name="Windows" />
 - **Region:** MyMessageRegion
 - **View:** MyMessagesView (IMyBroadcastMessageView) <ref name="Windows" />
- **Region:** ToolbarWorksheetRegion
 - **View:** MyWorkplaceContainerView (IMyWorkplaceContainerView) <ref name="Windows" />
 - **Region:** ToolbarWorkplaceRegion (Multi-view)
 - **View: MyPlaceStatusView** (IMyPlaceStatusView) <ref name="Windows" />
- **Region:** ToolbarInteractionBarRegion
 - **View:** InteractionMainToolbarContainerView (IInteractionMainToolbarContainerView) <ref name="Interactionbar" >Module: Genesyslab.Desktop.Modules.InteractionBar</ref>
 - **Region:** InteractionMainToolbarContainerRegion
 - **View:** InteractionBar (IInteractionBarView) <ref name="Interactionbar" >Module: Genesyslab.Desktop.Modules.InteractionBar</ref>
 - **Region:** InteractionBarCasesRegion (Multi-view)

Example: MyContactHistory

In the following example, you can observe the views and regions which are visible when:

1. The Place Status Menu is selected in the ToolbarWorksheetButtonRegion.
2. The *MyHistory* tab is selected and makes visible the MyContactHistory.



MyContactHistory in IMyWorkplaceView

The views and regions which are visible in this screenshot are the following:

- **Window:** ToolbarWindow (IToolbarWindow) <ref name="Windows" />
 - **Region:** MainSplitButtonRegion (Multi-view)
 - **View:** MainButtonView (IMainButtonView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** HelpSplitButtonRegion
 - **View:** ButtonHelpView (IButtonHelpView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ToolbarDialerRegion

- **View:** ToolbarDialerView (ITeamCommunicatorView) <ref name="TeamCommunicator" />
- **Region:** ToolbarWorksheetButtonRegion (Multi-view)
 - **View:** MyWorkplaceButtonView (IMyWorkplaceButtonView) <ref name="Windows" />
 - **Region:** WorkspaceMenuRegion
 - **View:** MyHistoryMenu (IHistoryMenuView)
- **Region:** ToolbarStatusRegion
- **Region:** ToolbarWorksheetRegion
 - **View:** MyWorkplaceContainerView (IMyWorkplaceContainerView) <ref name="Windows" />
 - **Region:** ToolbarWorkplaceRegion (Multi-view)
 - **View:** MyContactHistory (IMyContactHistoryView) <ref name="Contacts" />
 - **Region:** ContactHistoryErrorRegion
 - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts" />
 - **Region:** ContactDetailRegion
 - **View:** OpenMediaContactDetailContentView (IContactDetailContentView)(IOpenMediaContactDetailContentView) <ref name="Contacts">Module: Genesyslab.Desktop.Modules.Contacts</ref> Updated in: 8.1.300.17
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows" /> Updated in: 8.1.300.17
 - **View:** FormerContactDetailContentView (IContactDetailContentView)FormerContactDetailContentView) <ref name="Contacts">Module: Genesyslab.Desktop.Modules.Contacts</ref> Available since: 8.1.200.16, updated in: 8.1.300.17
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows" /> Updated in: 8.1.300.17

Multi-view: MainToolbarContainerView

The multi-view MainToolbarWorkbinsContainerView is part of the ToolbarWorksheetRegion region, which includes the following regions and views:

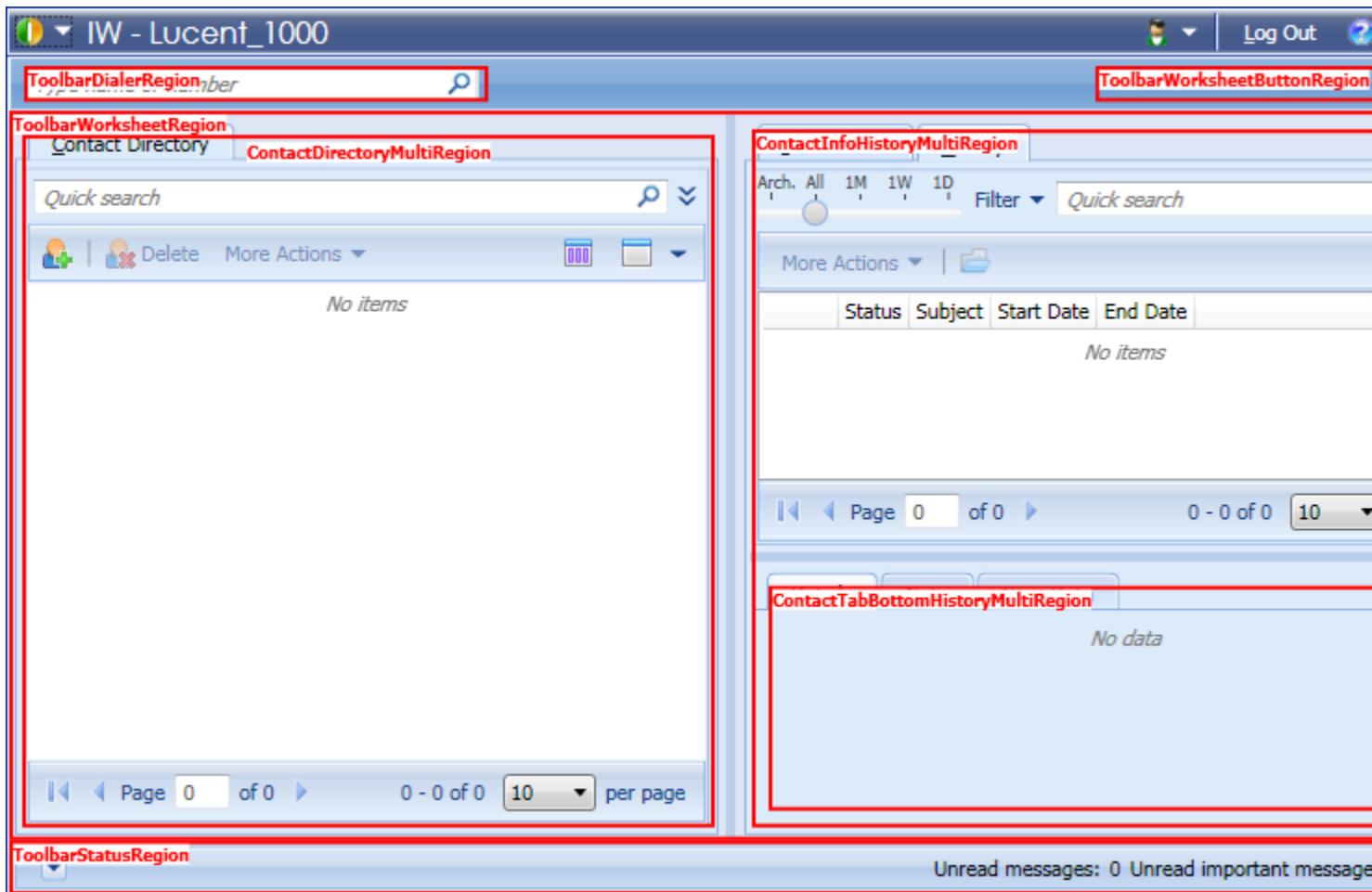
- **View:** MainToolbarContainerView (IMainToolbarContainerView) <ref name="Contacts" />

- **Region:** ContactDirectoryMultiRegion (Multi-view)
 - **View:** ContactDirectoryView (IContactDirectoryView) <ref name="Contacts" />
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows" />
- **Region:** ContactInfoHistoryMultiRegion (Multi-view)
 - **View:** ContactInformationView (IContactInformationView) <ref name="Contacts" />
 - **Region:** ContactInformationErrorRegion
 - **View:** ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **View:** ContactHistoryView (IMyContactHistoryView) <ref name="Contacts" />
 - **Region:** ContactHistoryErrorRegion
 - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts" />
 - **Region:** ContactDetailRegion
Available since: 8.1.200.16
 - **View:** FormerContactDetailContentView FormerContactDetailContentView (IContactDetailContentViewFormerContactDetailContentView) <ref name="Contacts">Module: Genesyslab.Desktop.Modules.Contacts</ref>
Available since: 8.1.200.16, updated in: 8.1.300.17
 - **Region:** ControllistAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows" />
Updated in: 8.1.300.17
 - **View:** OpenMediaContactDetailContentView (IContactDetailContentView)(IOpenMediaContactDetailContentView) <ref name="OpenMedia">Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
Available since: 8.1.200.16, updated in: 8.1.300.17
 - **Region:** ControllistAttachmentRegion
 - **View:** AttachmentView AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows" />
Updated in: 8.1.300.17
 - **View:** NotepadView ContactHistoryNotepadView
Updated in: 8.1.300.17
(INotepadView) <ref name="Windows" />
 - **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" />
 - **Region:** StaticCaseDataRegion
Available since: 8.1.200.16
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" />

>Module: Genesyslab.Desktop.Modules.Windows</ref>

- **Region:** StaticDispositionCodeRegion
Available since: 8.1.200.16
- **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows">
>Module: Genesyslab.Desktop.Modules.Windows</ref>

The following screenshot shows this component and its nested views and regions (but not all of them):



The Contact Button is selected in the ToolbarWorkSheetButtonRegion.

Multi-view: MainToolbarWorkbinsContainerView

The multi-view MainToolbarWorkbinsContainerView is part of the ToolbarWorksheetRegion region, which includes the following regions and views:

- **View:** MainToolbarWorkbinsContainerView (IMainToolbarWorkbinsContainerView) <ref name="OpenMedia" />
- **Region:** WorkbinsExplorerMultiRegion (Multi-view)

- **View:** WorkbinsExplorerView (IWorkbinsExplorerView) <ref name="OpenMedia" />
 - **Region:** WorkbinsExplorerViewErrorRegion
 - **View:** WorkbinsExplorerViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** WorkbinsContentMultiRegion (Multi-view)
 - **View:** WorkbinsView (IWorkbinsView) <ref name="OpenMedia" />
 - **Region:** WorkbinsViewErrorRegion
 - **View:** WorkbinsViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** WorkbinsTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts" />
 - **Region:** ContactDetailRegion

Available since: 8.1.200.16

 - **View:** FormerContactDetailContentView
(IContactDetailContentView)(IOpenMediaContactDetailContentView) <ref name="Contacts">Module: Genesyslab.Desktop.Modules.Contacts</ref>
Updated in: 8.1.300.17
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView
(IAttachmentView) <ref name="Windows" />
Updated in: 8.1.300.17
 - **View:** OpenMediaContactDetailContentView (IContactDetailContentView)
<ref name="OpenMedia">Module:
Genesyslab.Desktop.Modules.OpenMedia</ref>
Available since: 8.1.200.16
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView
(IAttachmentView) <ref name="Windows" />
Updated in: 8.1.300.17
 - ~~NotepadView~~ ContactHistoryNotepadView <ref name="Windows" />
Updated in: 8.1.300.17
(INotepadView)
 - **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" />
 - **Region:** StaticCaseDataRegion

Available since: 8.1.200.16

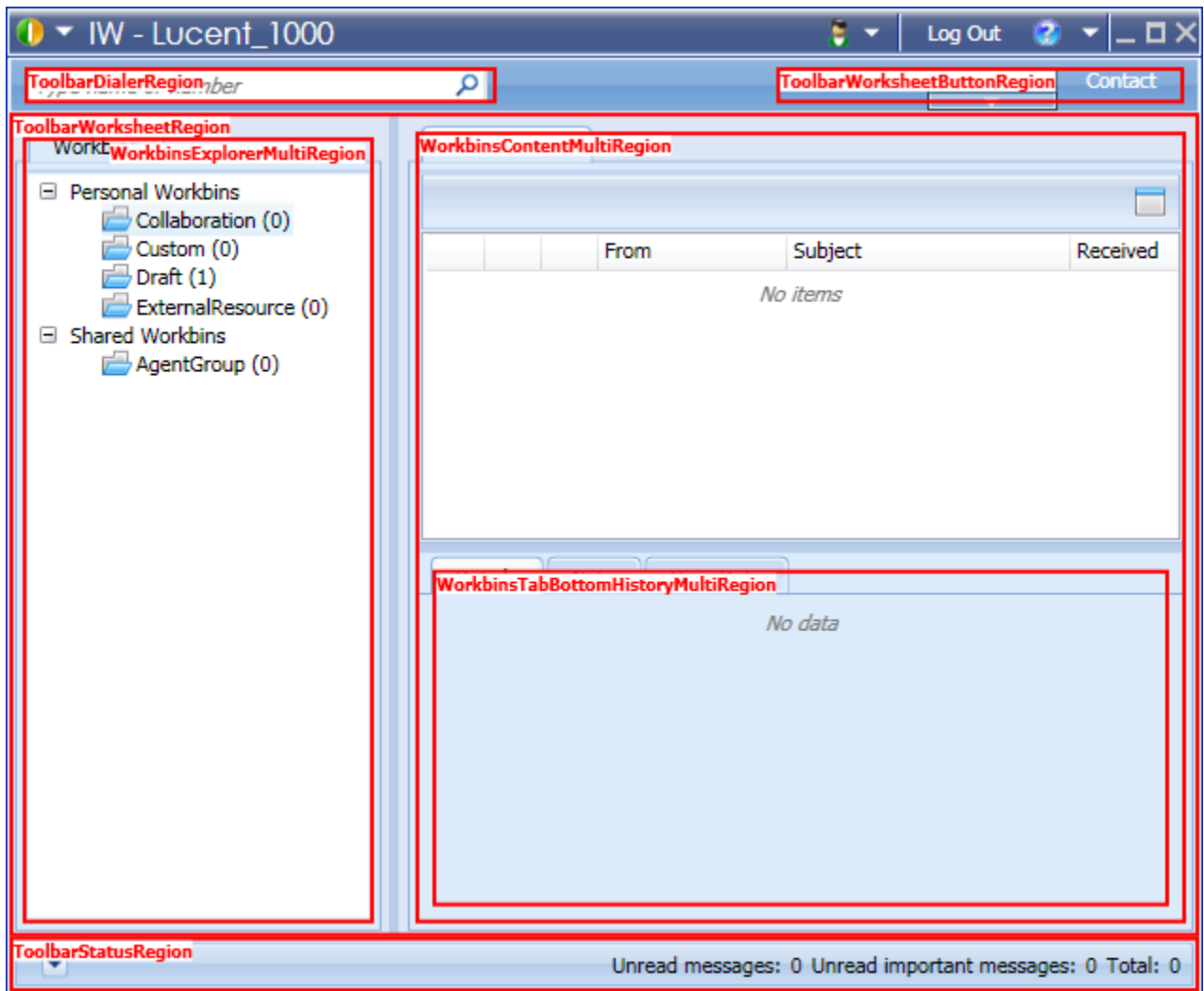
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" >Module:
Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion

Available since: 8.1.200.16

 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="
-

"Windows" >Module:
Genesyslab.Desktop.Modules.Windows</ref>

The following screenshot shows this component and its nested views and regions (but not all of them):



Workbins components.

References

<references />