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Workspace Desktop Edition Developer's Guide

UCS

5/4/2025

UCS



Purpose: To present for each UCS and contact command, the list of default subcommands available and the associated parameters.

Available since: 8.1.100.14

Updated in: 8.1.300.17

Learn about the UCS Commands

The UCS commands presented in this page can apply to any type of interaction.

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

Managing Interactions in UCS

The commands presented in this section are specific to UCS management.

Chains of Commands to UCS Operations for Interactions

Default Commands	Parameters
Chain ContactAssignInteractionToContact Available since: 8.1.301.10	
Assign	- DestinationContactId: String<ref name="String" /> - ContactIdBeforeMerge: String<ref name="String" /> - UCSInteractionId: String<ref name="String" /> - AlertSectionName: String<ref name="String" /> - AssignInteractionToContactError: String<ref name="String" />, output parameter
Chain ContactAssignInteractionToContactForCustom Available since: 8.1.301.10	
AssignInteractionToContact	- DestinationContactId: String<ref name="String" /> - ContactIdBeforeMerge: String<ref name="

Default Commands	Parameters
	"String" /> - UCSInteractionId: String<ref name="String" /> - AlertSectionName: String<ref name="String" /> - AssignInteractionToContactError: String<ref name="String" />, output parameter
GetContact	- CommandParameter: String<ref name="String" /> (ContactId) - ContactAttributes: IList<ref name="IList">System.Collections.Generic.IList</ref>, if key is missing get ContactAttributes defined in option 'contact.displayed-attributes' - IWContact: IIWContact<ref name="IIWContact">Genesyslab.Desktop.Modules.Contacts.IWContact</ref>, output parameter
RefreshInformation	- IWContact: IIWContact<ref name="IIWContact">Genesyslab.Desktop.Modules.Contacts.IWContact</ref>, output parameter - Caseld: String<ref name="String" /> - InteractionId : String<ref name="String" />
Chain ContactAttributeInfoOrder	
GetContactAttributeInfoOrder	AttributesListOrdered:IContactAttributeField[], output parameter
Chain ContactCreateUCSInteraction	
Create	- ContactId: String<ref name="String" /> - InteractionToCreate: IInteraction<ref name="IInteraction" /> - InteractionUCSId: String<ref name="String" />, output parameter
Chain CreateInteractionUCSFromESDKInteraction	
CreateUCS	EsdkInteraction: IInteraction<ref name="IInteraction" > Genesyslab.Enterprise.Model.Interaction.IInteraction</ref>

Default Commands	Parameters
	- ParentInteractionId: String<ref name="String">System.String </ref> - StartDate: DateTime<ref name="DateTime">System.DateTime</ref> Parameter available since: 8.1.300.17
Chain DeleteInteractionUCS	
DeleteUCS	CommandParameter: String<ref name="String" />
Chain GetContactUCS Available since: 8.1.300.17	
GetContact	- CommandParameter: String<ref name="String" /> (ContactId) - ContactAttributes: IList<ref name="IList" />, if key is missing get ContactAttributes defined in option 'contact.displayed-attributes' - IWContact: IIWContact<ref name="IIWContact">Genesyslab.Desktop.Modules.Contacts.IWContact</ref> output parameter
Chain InteractionUCSInQueue	
GetInteraction	- CommandParameter: String (contactId)<ref name="String" /> - ListAttributes: StringList<ref name="StringList">Genesyslab.Platform.Contacts.Protocols.ContactServer.StringList</ref> - ExcludedInteractions: IList<ref name="IList" /> <String<ref name="String"/>> (list of String interaction id) - CurrentInteraction : IInteraction<ref name="IInteraction" /> Available since: 8.1.300.17 - InteractionsUCS: GenericList<IDictionary<string,object>>, output parameter<ref name="GenericList">System.Collections.GenericList</ref>
Chain SetLastCalledAgentUCS Available since: 8.1.300.17	
SetLCA	

Default Commands	Parameters
Chain ContactIsModified	
IsModified	Caseld: String<ref name="String" >System.String</ref>
Chain ContactNotification	
GetInteraction Available since: 8.1.300.17	- CommandParameter: String (contactId)<ref name="String (contactId)" >System.String (contactId)</ref> - TimeFrame: System (time frame in day)<ref name="System (time frame in day)" >System (time frame in day)</ref> - ListAttributes: StringList<ref name="StringList" >Genesyslab.Platform.Contacts.Protocols.ContactServer.String - ExcludedInteractions: IList<String>(interaction id)<ref name="IList" /> - CurrentInteraction : Interaction<ref name="Interaction" /> - InteractionsUCS: GenericList<IDictionary<string,object>> <ref name="GenericList" >System.Collections.GenericList<IDictionary<string,object>>, output parameter</ref>
Chain ContactOpenSearchWindow	
Open	Parent: UserControl<ref name="UserControl" >System.Windows.Controls.UserControl</ref>
Chain ContactOpenToDialog Available since: 8.1.200.16	
Open	ActionTarget: ActionTarget<ref name="ActionTarget" >Genesyslab.Desktop.Modules.Windows.Interactions.ActionTarget

<references />