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Workspace Desktop Edition Developer's Guide

Interaction Workspace 8.1 Developer's Guide

4/22/2025

Interaction Workspace 8.1 Developer's Guide



Purpose: To provide recommendations and code samples that will help you to customize the out-of-the-box version of the Interaction Workspace to meet your business needs.

Description

This .NET Developer's Guide includes the following introductory material that should help you to understand and use the Interaction Workspace API and Extensions:

- [Introducing Interaction Workspace](#)
- [What are Interaction Workspace Extensions](#)
- [About Interaction Workspace Extension Samples](#)
- [Writing Your Custom Applications](#)
- [Best Practices for Creating/Using Views](#)
- [Views with Their Regions](#)
- [Customizable Commands](#)

Limitation: Usage of Enterprise SDK that is provided with this release of Interaction Workspace is supported only for the purpose of Interaction Workspace customization.

New in This Document

Release 8.1.300.17

New pages and sections:

- [Callback](#)
- [Supervision](#)
- [Reference for Commands](#)
- [Windows Utilities](#)
- [Reference for Windows](#)

Updated pages:

- [Advanced Customization](#)
- [About the Extension Samples](#)
- [Toolbar Window](#)
- [Gadget Windows](#)
- [Interactions Window](#)
- [Toaster Window](#)
- [Chat](#)
- [E-Mails](#)
- [Open Media](#)
- [Outbound](#)
- [UCS](#)
- [Work Items](#)
- [SMS](#)
- [Voice](#)
- [Work Items](#)

Release 8.1.200.16

New pages and sections:

- [Active Recording](#)

Updated pages:

- [Gadget Windows](#)
- [Interactions Window](#)
- [Toaster Window](#)
- [Toolbar Window](#)
- [Chat](#)
- [E-Mails](#)
- [IM](#)
- [Open Media](#)
- [Outbound](#)
- [Place and Media](#)
- [SMS](#)
- [UCS](#)

- [Voice](#)
- [Windows](#)
- [Work Items](#)

Release 8.1.100.14

New pages and sections:

- [Frequently Asked Questions](#)
- [Advanced Customization](#)
- [Outbound](#)
- [SMS](#)
- [UCS](#)
- [Hiding and Selecting Custom Views](#)
- [Manage SMS Media](#)

Updated pages:

- [Toolbar Window](#)
- [Interactions Window](#)
- [Gadget Windows](#)
- [Toaster Window](#)
- [Windows](#)
- [Voice](#)
- [Open Media](#)
- [E-Mails](#)
- [Chat](#)

Additional Information

In 8.0, this developer's guide was part of the Interaction Workspace API Reference chm.