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Workspace Desktop Edition Developer's Guide

Windows

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Windows



Purpose: To provide information about customizable commands for the windows.

Updated in: 8.1.300.17

Learn about the Windows

The following commands apply to GUI 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.

Close Windows

The following commands are used to close windows.

Chains of Commands to Close Windows	
Default Commands	Parameters
Chain WindowClose	
IsPossibleToClose	CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" > Genesyslab.Desktop.Modules.Windows.Interactions.IInteraction
Close	CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" />
Chain WindowInteractionClose	
IsPossibleToClose	CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" />
Close	CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" />

Open and Restore Interaction Windows

The following commands are used to screen-pop interaction windows.

Chains of Commands to Open and Restore Interaction Windows

Default Commands	Parameters
Chain RestoreInteractionsWindow Available since: 8.1.300.17	
RestoreInteractionsWindow	- CommandParameter: IInteractionsWindow<ref name="InteractionsWindow">Genesyslab.Desktop.Modules.Windows. - Interaction: IInteraction<ref name="Interaction">Genesyslab.Desktop.Modules.Core.Model.Interaction - Case: ICase<ref name="ICase">Genesyslab.Desktop.Modules.Core.Model.Interactions.
Chain ShowInteractionsWindow Available since: 8.1.300.17	
ShowInteractionsWindow	- CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" /> - Interaction: IInteraction<ref name="Interaction" /> - Case: ICase<ref name="ICase" />

Manage Toaster

The following commands are available for the **Toaster Window**.

Chain of Commands to Manage Toaster

Default Commands	Parameters
Chain ShowToasterWindow Available since: 8.1.300.17	
ShowToasterWindow	- CommandParameter: IToasterWindow<ref name="IToasterWindow">Genesyslab.Desktop.Modules.Windows.View - Interaction: IInteraction<ref name="Interaction" />
Chain ToasterAcceptPreview	

Default Commands	Parameters
Accept	CommandParameter: IInteraction<ref name="Interaction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
Chain ToasterDeclinePreview	
Decline	CommandParameter: IInteraction<ref name="Interaction" />
Chain ToasterInteractionAccept	
Accept	CommandParameter: IInteraction<ref name="Interaction" />
Chain ToasterInteractionDecline	
Decline	- CommandParameter: IInteraction<ref name="Interaction" /> - OtherDn: String<ref name="String" > System.String</ref> - OtherDnLocation: String<ref name="String" />
Chain ToasterInteractionEmailAccept	
Accept	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIn - Extensions: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
Chain ToasterInteractionEmailDecline	
Decline	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Close Available since: 8.1.200.16	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />

Default Commands	Parameters
Chain ToasterInteractionIMAccept	
Accept	CommandParameter: IInteractionIM<ref name="InteractionIM" /> Genesyslab.Desktop.Modules.Voice.Model.Interactions.IInteract
Chain ToasterInteractionIMReject	
Reject	- CommandParameter: IInteractionIM<ref name="InteractionIM" /> - RejectReason: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Reject	CommandParameter: IInteraction<ref name="Interaction" />
Chain ToasterInteractionOpenMediaAccept	
Accept	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain ToasterInteractionOpenMediaDecline	
Decline	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Close Available since: 8.1.200.16	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
Chain ToasterInteractionPreviewAccept	
Accept	CommandParameter: IInteraction<ref name="Interaction" />

Default Commands	Parameters
	"Interaction" />
Chain ToasterInteractionPreviewDecline	
Decline	CommandParameter: IInteraction<ref name="Interaction" />
Chain ToasterShowBroadcastMessage	
ShowToaster	CommandParameter: IBroadcastMessage<ref name="IBroadcastMessage" />

Broadcast Window

These commands enable you to manage a broadcast message displayed to the agents.

Chain of Commands for the Broadcast Window

Default Commands	Parameters
Chain BroadcastMessageClose	
Close	CommandParameter: String<ref name="String" > System.String</ref>
Chain BroadcastMessageShow	
Show	- CommandParameter: IBroadcastMessage<ref name="IBroadcastMessage" > Genesyslab.Desktop.Modules.Core.Model.Broadcast.IBroadcast - Source: BroadcastMessageWindowSource<ref name="BroadcastMessageWindowSource" > Genesyslab.Desktop.Modules.Windows.Views.Broadcast.Broadcast
Chain ShowMessageToasterWindow Available since: 8.1.300.17	
ShowMessageToasterWindow	- CommandParameter: IToasterWindow<ref name="IToasterWindow" /> - BroadcastMessage: IBroadcastMessage<ref name="IBroadcastMessage" />

Additional GUI Commands

Additionally, you can use the following commands:

Additional Chains of Commands

Default Commands	Parameters
Chain ApplicationClose	
IsPossibleToClose	
CloseAllInteractions	
StopAllMonitoringCommand Available since: 8.1.300.17	
ChannelsLogOff Available since: 8.1.100.14	
NegotiatedLogout Available since: 8.1.100.14	
Close	
Chain CancelConnectionCommand Available since: 8.1.300.17	
Chain NotepadInsertTimeStamp	
InsertTimeStamp	- CommandParameter: IInteraction<ref name="Interaction" /> - TextBoxBase: TextBoxBase<ref name="TextBoxBase" >System.Windows.Controls.TextBoxBase</ref>
Chain PossibleToCloseAllInteractions	
IsPossibleToClose	
Chain TeamCommunicatorAddToFavorites Available since: 8.1.200.16	
AddObjectTCToFavorite	
Chain TeamCommunicatorModifyFavorite Available since: 8.1.300.17	

Default Commands	Parameters
ModifyFavorite	
Chain TeamCommunicatorOpenInteraction	
Open	ActionTarget: ActionTarget<ref name="ActionTarget" > Genesyslab.Desktop.Modules.Windows.Interactions.ActionTarget
Chain ContactIsModified	
IsModified	Caseld: String<ref name="String" />

References

<references />