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Workspace Desktop Edition Developer's Guide

Work Items

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Work Items



Purpose: To provide information about customizable commands.
Updated in: 8.1.300.17

Learn about Work Items

Work items are extended interactions that your application can configure through the Configuration Manager. Basically, they implement the open media interactions. The commands presented in this page are restricted to the work items. In addition to the work-items commands, you can use:

- **Open Media** to place interactions in a given queue, move them to workbins, and so on.

Read **Use Customizable Commands** to see code snippets which demonstrate the usage of the commands.

Managing Work Items

The commands presented in this section are specific to work item interactions and cover the following features (this list is not exhaustive):

- Accept or decline a given work item;
- Pull and place in workbins;
- Close or stop the interactions.

Chains of Commands to Manage Workitems

Default Commands	Parameters
Chain InteractionWorkItemAccept	
• Accept	• CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Ilr • Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionWorkItemDecline	
• Decline	• CommandParameter:

Default Commands	Parameters
	InteractionOpenMedia<ref name="InteractionOpenMedia" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Close Available since: 8.1.200.16	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
Chain InteractionWorkitemMarkDoneById	
ConfirmWorkitem	- ActionToConfirm: String<ref name="String" > System.String</ref> - ConfirmParentWindow: Window<ref name="Window" > System.Window.Window</ref>
MarkDoneIdWorkitem	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
Chain InteractionWorkItemMoveToWorkbin	
IsWorkitemWorkbinDefined Deprecated since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia"> Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Ir
IsWorkbinDestinationDefined	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
SetAttachedDadInformation	CommandParameter: InteractionOpenMedia<ref name="

Default Commands	Parameters
	"InteractionOpenMedia" />
UpdateInteractionUCS	CommandParameter: Interaction<ref name="Interaction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.Interaction
MoveToWorkbin	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - WorkbinId: String<ref name="String" />
Chain InteractionWorkItemPossibleToMoveToWorkbin	
IsWorkitemWorkbinDefined Deprecated since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
IsWorkbinDestinationDefined	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
MoveToWorkbin Deprecated since: 8.1.300.17	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - WorkbinId: String<ref name="String" />
Chain InteractionWorkitemPutBackToOriginalSource	
PutBackWorkitem	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	"KeyValueCollection" />
Close	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
Chain InteractionWorkItemSearchAndMoveToWorkbin	
SearchAndMoveToWorkbin	
Chain InteractionWorkitemWorkflowFromInteractionESDK	
ESDKWorkflow	- CommandParameter: IIOpenMediaInteraction<ref name="IIOpenMediaInteraction" > Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteraction - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" /> - AttachedDataInformation: IDispositionCode<ref name="IDispositionCode" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IDispositi - DispositionCode: KeyValueCollection<ref name="KeyValueCollection" />
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	- CommandParameter: IInteraction<ref name="Interaction" /> - AttachedData: KeyValueCollection<ref name="KeyValueCollection" />
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
UpdateNotePadForVoice	CommandParameter: IInteractionsBundle<ref

Default Commands	Parameters
Available since: 8.1.300.17	name="IInteractionsBundle" />
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
IsPossibleToClose	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
Close	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
StopInteractionVoiceUCS	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
GetOutboundPreviewRecord	CommandParameter: ICampaign<ref name="ICampaign" > Genesyslab.Enterprise.Model.Interaction.ICampaign</ref>

References

<references />