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Workspace Desktop Edition Developer's Guide

About the Extension Samples

About the Extension Samples



Purpose: To provide details about the Interaction Workspace Extension Samples.

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Introducing Interaction Workspace Extension Samples

The Interaction Workspace Extension Samples provide developers with examples of various use cases. Recommended best practices to modify the out-of-the-box version of Interaction Workspace are used in these code samples. Genesys recommends that you examine the samples before making changes to Interaction Workspace.

Locating the Extension Samples

The Interaction Workspace Extension Samples are included in the Interaction Workspace API along with the Interaction Workspace API Reference documentation. You can also download the samples available on this wiki:

- [InteractionWorkspaceExtensionSamples812.zip](#)
- [InteractionWorkspaceExtensionSamples811.zip](#)
- [InteractionWorkspaceExtensionSamples810.zip](#)

This version might differ from the version available in the latest installation package of the Interaction Workspace.

The Interaction Workspace API contains everything that a software developer requires for customizing Interaction Workspace, including:

- A Bin directory that contains the Interaction Workspace API
- A Samples directory that contains code samples for developers that demonstrate Genesys' best practices recommendations
- An InteractionWorkspace directory that contains Interaction Workspace application files
- A Doc directory that contains the API Reference as a chm file
- An InteractionWorkspaceDeploymentManager directory that contains the application files that are required to deploy customized code, including the Deployment Manager application-InteractionWorkspaceDeploymentManager.exe. The InteractionWorkspaceDeploymentManager directory also contains a sub-folder:
 - WebPublication--Contains publish.htm and setup.exe files (the bootstrap files for client-side prerequisites)

Detailed Content of the Code Samples

- **Genesyslab.Desktop.Modules.ExtensionSample:** Provides basic examples for this documentation.
 - **MySample:** provides views to extend the ToolbarWorkplaceRegion.

- **CustomCommand:** Implements a command which prompts a confirmation dialog before executing the ReleaseCall command.
- **DispositionCodeEx:** provides code to replace the Disposition Code view in the Interaction Window.
- **Genesyslab.Desktop.Modules.InteractionExtensionSample:** Adds a button to the region CaseViewSideButtonRegion and its associated view in the region InteractionWorksheetRegion (Right panel of the interaction window).
- **Genesyslab.Desktop.Modules.CustomWorkItemSample:** Adds a view to manage custom work items.

Use Cases Detailed in the Wiki

The following use cases are included in the samples:

- [Creating a New Module](#)
- [Replacing an Existing View](#)
- [Creating a New View](#)
- [Customizing a Command](#)

Deploying and Executing the Extension Samples

1. Run the setup.exe program to use the wizard to install the Interaction Workspace.
2. Click Next in the Welcome dialog box.
3. Select Install Interaction Workspace Developer's Toolkit from the Select Options dialog.
4. Click Next. The Ready to Install dialog box opens.
5. Click Install.
6. When installation completes, the Installation Complete window opens. Click Finished. For more information, see the online [Interaction Workspace Deployment Guide](#).
7. Verify that the following directories are installed:
 - C:\Program Files\GCTI\Interaction Workspace\InteractionWorkspace\ (This folder contains all of the required binaries).
 - C:\Program Files\GCTI\Interaction Workspace\Samples\Genesyslab.Desktop.Modules.ExtensionSample\ (This folder contains the sample solution file).
8. To build and debug your custom module in Interaction Workspace combined with "Interaction Workspace SIP Endpoint" or any Interaction Workspace Plug-in that is delivered by Genesys, such as the Twitter, Facebook, and RSS plug-ins, or one of several Language Packs, follow these steps:
 - Install the corresponding add-on on the workstation used for custom module development.
 - Copy the installed content, maintaining the directory structure, of the add-on into the following directory: "C:\Program Files\GCTI\Interaction Workspace\InteractionWorkspace\".

For example:

- For Interaction Workspace SIP Endpoint, after you install this add-on copy the directory "C:\Program Files\GCTI\Interaction Workspace\InteractionWorkspaceSIPEndpoint" into the following location: "C:\Program Files\GCTI\Interaction Workspace\InteractionWorkspace\".
 - For the Twitter plug-in, after you install the plug-in, copy the following files "C:\Program Files\GCTI\Interaction Workspace\Genesyslab.Desktop.Modules.Twitter.dll" and "C:\Program Files\GCTI\Interaction Workspace\Genesyslab.Desktop.Modules.Twitter.module-config" into the following location: "C:\Program Files\GCTI\Interaction Workspace\InteractionWorkspace\", and "C:\Program Files\GCTI\Interaction Workspace\Languages\Genesyslab.Desktop.Modules.Twitter.en-US.xml" into the following location: "C:\Program Files\GCTI\Interaction Workspace\InteractionWorkspace\Languages\".
9. To open the Extension Sample in Visual Studio 2008, click the Genesyslab.Desktop.Modules.ExtensionSample.sln solution file.
 10. Build the solution. **Note:** Building the solution also copies the content of "C:\Program Files\GCTI\Interaction Workspace\InteractionWorkspace\" to the following location: "C:\Program Files\GCTI\Interaction Workspace\Samples\Genesyslab.Desktop.Modules.ExtensionSample\bin\Debug".
 11. Open the project property dialog box, and click the Debug tab.
 12. In the Start Action section, select the Start external program option, and in the text field type: C:\Program Files\GCTI\Interaction Workspace\Samples\Genesyslab.Desktop.Modules.ExtensionSample\bin\Debug\InteractionWorkspace.exe (the default debug build location).
 13. Run the sample code to see the customization.
 14. Follow the steps in the section titled [Deploying Your Custom Module into the Genesys Out-Of-The-Box Application](#) to deploy the customization samples.

Read Next

 [Write Custom Applications](#)