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# Workspace Desktop Edition Developer's Guide

[Callback](#)

4/2/2025

# Callback

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|  | <p><b>Purpose:</b> To provide information about callback commands.<br/> <b>Available since:</b> 8.1.300.17</p> |
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## Learn about Callback Commands

The commands in this page are restricted to callback operations. However, callback interactions are extended open media interactions and can be used as such in open media commands. You can also use specific **Open Media** which apply to open media interactions in some GUI components.

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

## Managing Callback Interactions

Open media commands cover the following features (this list is not exhaustive):

- Accept and decline;
- Place in queue;
- Transfer;
- Move to workbins.

**Chains of Commands to Manage Callback Interactions**

| Default commands  | Parameters  |
|---|---|
| <b>Chain</b> InteractionCallbackAccept  |   |
| <ul style="list-style-type: none"> <li>• AcceptCallback</li> </ul>                | <ul style="list-style-type: none"> <li>• CommandParameter: IInteractionOpenMedia&lt;ref name="IInteractionOpenMedia"&gt;Genesyslab.Desktop.Modules.OpenM</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" &gt; Genesyslab.Enterprise.Commons.Collections.KeyValueCollectio</li> </ul> |
| <b>Chain</b> InteractionCallbackActiveCustomerSession                             |   |
| <ul style="list-style-type: none"> <li>• ActiveCustomerSessionCallback</li> </ul> | <ul style="list-style-type: none"> <li>• CommandParameter: IInteractionCallback&lt;ref name="IInteractionCallback" &gt; Genesyslab.Desktop.Modules.Callback.Model.Interactions.IInter</li> </ul>  |

| Default commands  | Parameters   |
|---|--|
| <b>Chain</b> InteractionCallbackCompleteCustomerSession                           |  |
| <ul style="list-style-type: none"> <li>CompleteCustomerSessionCallback</li> </ul> | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionCallback&lt;ref name="IInteractionCallback" /&gt;</li> </ul>  |
| <b>Chain</b> InteractionCallbackDecline<br><b>Updated since:</b> 8.1.300.17       |  |
| <ul style="list-style-type: none"> <li>DeclineCallback</li> </ul>                 | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionOpenMedia&lt;ref name="IInteractionOpenMedia" /&gt;</li> <li>Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul> |
| <ul style="list-style-type: none"> <li>Close</li> </ul>                           | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionOpenMedia&lt;ref name="IInteractionOpenMedia" /&gt;</li> </ul>  |
| <b>Chain</b> InteractionCallbackIsPossibleToClose                                 |  |
| <ul style="list-style-type: none"> <li>IsPossibleToClose</li> </ul>               | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionCallback&lt;ref name="IInteractionCallback" /&gt;</li> </ul>  |
| <b>Chain</b> InteractionCallbackParkParent  |  |
| <ul style="list-style-type: none"> <li>ParkCallback</li> </ul>                    | <ul style="list-style-type: none"> <li>CommandParameter: IInteraction&lt;ref name="IInteraction"&gt;Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction&lt;/ref&gt;</li> </ul>   |
| <b>Chain</b> InteractionCallbackPullParent  |  |
| <ul style="list-style-type: none"> <li>PullCallback</li> </ul>                    | <ul style="list-style-type: none"> <li>CommandParameter: IInteraction&lt;ref name="IInteraction" /&gt;</li> <li>IW_WebcallbackInteractionId: String&lt;ref name="String"&gt;System.String&lt;/ref&gt;</li> </ul>   |
| <b>Chain</b> InteractionCallbackWorkflow<br><b>Updated since:</b> 8.1.300.17      |  |
| <ul style="list-style-type: none"> <li>RescheduleCallback</li> </ul>              | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionCallback&lt;ref name="IInteractionCallback" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>UpdateInteractionUCS</li> </ul>            | <ul style="list-style-type: none"> <li>CommandParameter: IInteraction&lt;ref name="IInteraction" /&gt;</li> </ul>  |

| Default commands  | Parameters   |
|---|--|
| <ul style="list-style-type: none"> <li>MarkProcessedCallback</li> </ul>                                 | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionCallback&lt;ref name="IInteractionCallback" /&gt;</li> </ul>  |
| <b>Commands common to all interactions</b>  |  |
| <b>Chain</b> InteractionSetAttachedDataWithDelay  |  |
| <ul style="list-style-type: none"> <li>SetAttachedData</li> </ul>                                       | <ul style="list-style-type: none"> <li>CommandParameter: IInteraction&lt;ref name="IInteraction" /&gt;</li> <li>AttachedData: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul> |
| <b>Chain</b> BundleClose  |  |
| <ul style="list-style-type: none"> <li>GetAttachedDataInformationUCS</li> </ul>                         | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionsBundle&lt;ref name="IInteractionsBundle" &gt;<br/>Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti</li> </ul>   |
| <ul style="list-style-type: none"> <li>UpdateNotePadForVoice<br/>Available since: 8.1.300.17</li> </ul> | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionsBundle&lt;ref name="IInteractionsBundle" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>ResetInteractionChatConsultation</li> </ul>                      | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionsBundle&lt;ref name="IInteractionsBundle" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>IsContactModified<br/>Available since: 8.1.4</li> </ul>          | <ul style="list-style-type: none"> <li>CaseId: String&lt;ref name="String" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>IsPossibleToClose</li> </ul>                                     | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionsBundle&lt;ref name="IInteractionsBundle" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>CompleteDispositionCodeOnBundle</li> </ul>                       | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionsBundle&lt;ref name="IInteractionsBundle" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>Close</li> </ul>   | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionsBundle&lt;ref name="IInteractionsBundle" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>StopInteractionVoiceUCS</li> </ul>                               | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionsBundle&lt;ref name="IInteractionsBundle" /&gt;</li> </ul>  |
| <ul style="list-style-type: none"> <li>GetOutboundPreviewRecord</li> </ul>                              | <ul style="list-style-type: none"> <li>CommandParameter: ICampaign&lt;ref name="</li> </ul>  |

| Default commands | Parameters   |
|------------------|--|
|                  | "ICampaign" ><br>Genesyslab.Enterprise.Model.Interaction.ICampaign</ref> |

<references />