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Workspace Desktop Edition Developer's Guide

E-Mails

4/23/2025

E-Mails



Purpose: To provide information about customizable commands for the e-mail interactions.

Updated in: 8.1.3, 8.1.4

Learn about E-Mail Commands

The e-mail commands presented in this page are restricted to e-mail interactions. However, e-mail interactions are extended open media interactions and can be used as such in open media commands. In addition to the e-mail commands, you can use:

- **Open Media** to place interactions in a given queue, move them to workbins, and so on.
- **Commands for the E-Mail Media** to manage the creation of outbound e-mails.
- **Manage Toaster** which also deals with e-mail interactions.

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

Managing E-Mail Interactions

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

- Accept or decline a given e-mail;
- Load, send, reply, and save a given e-mail;
- Pull and place in queue;
- Close or stop the interactions.

Chains of Commands to Manage E-Mail Interactions

Default Commands	Parameters
Chain InteractionEmailActionFromWorkbinDeleteById Available since: 8.1.301.xx	
• GetInteractionState	• CommandParameter: String<ref name="String" />

Default Commands	Parameters
CanPullInteraction	CommandParameter: Dictionary<ref name="Dictionary" />
DisplayWarningPullNotPossible	canPullInteractionresult: String<ref name="String" />
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
Delete	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
Chain InteractionEmailActionFromWorkbinMarkDoneById Available since: 8.1.301.xx	
GetInteractionState	CommandParameter: String<ref name="String" />
CanPullInteraction	CommandParameter: Dictionary<ref name="Dictionary" />
DisplayWarningPullNotPossible	canPullInteractionresult: String<ref name="String" />
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" />
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
MarkDone	CommandParameter: String<ref name="String" />

Default Commands	Parameters
	WorkbinId: String<ref name="String" />
Chain InteractionEmailActionFromWorkbinPullById Available since: 8.1.301.xx	
GetInteractionState	CommandParameter: String<ref name="String" />
CanPullInteraction	CommandParameter: Dictionary<ref name="Dictionary" />
DisplayWarningPullNotPossible	canPullInteractionresult: String<ref name="String" />
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" />
NoDraftWithSameParentOpened	ParentId: String<ref name="String" />
PullFromWorkbin	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
MoveToWorkbinOpenedParent	ParentId: String<ref name="String" />
Chain InteractionEmailActionOnOpenedEmailById	
IsNotOpened	- CommandParameter: String<ref name="String" />System.String</ref> - OpenedInteractionCommand: String<ref name="String" />
Chain InteractionEmailClose	
IsContactModified Added in 8.1.4	CasId: String<ref name="String" />System.String</ref>

Default Commands	Parameters
IsPossibleToClose	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Er
Close	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailDelete	
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" > System.Window.Window</ref>
IsContactModified Added in 8.1.4	Caseld: String<ref name="String" > System.String</ref>
PullParentInboundEmail	- CommandParameter: IInteractionEmail<ref name="IInteractionEmail" /> - DispositionCode: IDispositionCode<ref name="IDispositionCode" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IDisposit
Delete	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
CleanConnectionInformation Available since: 8.1.200.16	CommandParameter: String<ref name="String" />
Chain InteractionEmailDeleteById	
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
Delete	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
Chain InteractionEmailForward Available since: 8.1.200.16	

Default Commands	Parameters
IsContactModified Added in 8.1.4	Caseld: String<ref name="String" >System.String</ref>
IsPossibleToForward	CommandParameter: IInteractionInboundEmail<ref name="InteractionInboundEmail" >Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.En
AddForwardData	- CommandParameter: IInteractionInboundEmail<ref name="InteractionInboundEmail" /> - Destination: String<ref name="String" />
SetAutoClose	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
SaveAttachedData	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" />
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
PlaceInQueue	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reason: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
AddRecentCall Available since: 8.1.300.17	RecentIndex: ObjectTC<ref name="ObjectTC" >Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC<
Chain InteractionEmailIsPossibleToClose	

Default Commands	Parameters
IsContactModified Added in 8.1.4	Caseld: String<ref name="String" > System.String</ref>
IsPossibleToClose	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailLoad	
Load	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionEmailMarkDoneById	
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" /> Available since: 8.1.301.xx
Confirm	- ActionToConfirm: String<ref name="String" /> - ConfirmParentWindow: Window<ref name="Window" />
MarkDone	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
Chain InteractionEmailMoveToWorkbin	
IsContactModified Added in 8.1.4	Caseld: String<ref name="String" > System.String</ref>
IsWorkbinDefined Deprecated since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
IsWorkbinDestinationDefined	WorkbinId: String<ref name="String" />

Default Commands	Parameters
Available since: 8.1.300.17	- WorkbinOptionName: String<ref name="String" /> - CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
SetAttachedDadInformation	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
Save	CommandParameter: InteractionEmail<ref name="InteractionEmail" />
MoveToWorkbin	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
UpdateContactInformation Added in 8.1.4	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
Chain InteractionEmailPlaceInQueue	
UpdateInteractionUCS Available since: 8.1.300.17	- CommandParameter: Interaction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
IsContactModified Added in 8.1.4	CasId: String<ref name="String" > System.String</ref>
Save	CommandParameter: InteractionEmail<ref name="InteractionEmail" />
SetAutoClose	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Ilr
SaveAttachedData Available since: 8.1.100.14	CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />

Default Commands	Parameters
	"InteractionOpenMedia" /> • UserData: KeyValueCollection<ref name="KeyValueCollection" />
• PlaceInQueue	• CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> • Destination: String<ref name="String" /> • Reasons: KeyValueCollection<ref name="KeyValueCollection">Genesyslab.Enterprise.Commons.Collect • Extensions: KeyValueCollection<ref name="KeyValueCollection" />
• UpdateContactInformation Added in 8.1.4	• CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
• AddRecentCall Available since: 8.1.301.xx	• RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionEmailPrint Available since: 8.1.300.17	
• Print	• CommandParameter: InteractionEmail<ref name="InteractionEmail" />
Chain InteractionEmailPullById Available since: 8.1.300.17	
• PullInteraction	• CommandParameter: Interaction<ref name="Interaction" /> • IW_WebcallbackInteractionId: String<ref name="String" />
Chain InteractionEmailPullFromWorkbinById	
• NoChildrenOpened	• CommandParameter: String<ref name="String" /> • WarningMessageTarget: String<ref name="String" /> • DoNotCheckForParentId: String<ref name="String" /> Available since: 8.1.301.xx

Default Commands	Parameters
NoDraftWithSameParentOpened	ParentId: String<ref name="String" />
PullFromWorkbin	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" />
MoveToWorkbinOpenedParent	ParentId: String<ref name="String" />
Chain InteractionEmailReply	
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
IsContactModified Added in 8.1.4	CasId: String<ref name="String" > System.String</ref>
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail<ref name="InteractionInboundEmail" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.En
*IsInboundEmailWorkbinDefined Deprecated since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="InteractionEmail" />
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
AddSignatureParameters Available since: 8.1.200.16	CommandParameter: IInteractionInboundEmail<ref name="InteractionInboundEmail" />
AddResponseSignatureParameters Available since: 8.1.200.16	SignatureOptionValue: String<ref name="String" />

Default Commands	Parameters
	ESDKInboundEmail: Interaction<ref name="Interaction" > Genesyslab.Enterprise.Model.Interaction.Interaction</ref>
Reply	- CommandParameter: InteractionInboundEmail<ref name="InteractionInboundEmail" /> - ReplyAll: String<ref name="String" /> Available since: 8.1.200.16 - UserData: KeyValueCollection<ref name="KeyValueCollection" /> Available since: 8.1.200.16 - SignatureParameters: Dictionary<ref name="Dictionary" >System.Collections.Generic.Dictionary<string, object></ref> Available since: 8.1.200.16
InboundEmailSearchAndMoveToWorkbin	CommandParameter: InteractionEmail<ref name="InteractionEmail" />
Chain InteractionEmailReplyById	
IsPossibleToCreate	CommandParameter: InteractionInboundEmail<ref name="InteractionInboundEmail" />
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" /> Available since: 8.1.301.xx
IsNotOpened	- CommandParameter: String<ref name="String" /> - OpenedInteractionCommand: String<ref name="String" />
AddSignatureParameters Available since: 8.1.200.16	CommandParameter: String<ref name="String" />

Default Commands	Parameters
AddResponseSignatureParameters Available since: 8.1.200.16	- SignatureOptionValue: String<ref name="String" /> - ESDKInboundEmail: IInteraction<ref name="Interaction" />
Reply	- CommandParameter: String<ref name="String" /> - WorkbinId: String<ref name="String" /> Available since: 8.1.300.17 - ReplyAll: String<ref name="String" /> Available since: 8.1.200.16 - UserData: KeyValueCollection<ref name="KeyValueCollection" /> - SignatureParameters: Dictionary<ref name="Dictionary" /> Available since: 8.1.200.16 - ESDKInboundEmail: IEmailInteraction<ref name="IEmailInteraction" > Genesyslab.Enterprise.Model.IEmailInteraction</ref> Available since: 8.1.200.16
Chain InteractionEmailResend Available since: 8.1.300.17	
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail<ref name="InteractionInboundEmail" />
NoChildrenOpened	- CommandParameter: String<ref name="String" /> - WarningMessageTarget: String<ref name="String" /> - DoNotCheckForParentId: String<ref name="String" />
IsNotOpened	- CommandParameter: String<ref name="String" /> - OpenedInteractionCommand: String<ref name="String" />
AddSignatureParameters	CommandParameter: String<ref name="String" />

Default Commands	Parameters
AddResponseSignatureParameters Available since: 8.1.301.xx	- SignatureOptionValue: String<ref name="String" /> - ESDKInboundEmail: IInteraction<ref name="Interaction" />
Create	- CommandParameter: String<ref name="String" /> - ParentInteractionId: String<ref name="String" /> - InitialEmail: IMediaOpenMedia<ref name="IMediaOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia /> - InitialEmailId: String<ref name="String" /> - UserData: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" /> - SignatureParameters: Dictionary<string, object><ref name="DictionaryStringObject">Dictionary<string, object> </ref>
Chain InteractionEmailSave	
Save	CommandParameter: IInteractionEmail<ref name="InteractionEmail" />
Chain InteractionEmailSaveNewOutbound Available since: 8.1.200.16	
Save	CommandParameter: IInteractionEmail<ref name="InteractionEmail" />
Chain InteractionEmailSend	
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction">Genesyslab.Desktop.Modules.Core.Model.IInteraction /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel">Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel />
IsPossibleToSend	CommandParameter: InteractionOutboundEmail<ref name="InteractionOutboundEmail" />

Default Commands	Parameters
	"InteractionOutboundEmail" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.En
IsPossibleToClose	CommandParameter: CommandParameter<ref name=" CommandParameter" > CommandParameter</ref>
AddQAReviewData Available since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
SetAttachedDadainformation Available in:8.1.000.16; deprecated in: 8.1.100.02	CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Save	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Send	- CommandParameter: InteractionOutboundEmail<ref name="InteractionOutboundEmail" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionEmailSendInterimReply	
IsPossibleToSend	CommandParameter: IInteractionOutboundEmail<ref name="IInteractionOutboundEmail" />
IsPossibleToClose	CommandParameter: CommandParameter<ref name=" CommandParameter" />IInteractionEmail<ref name="IInteractionEmail" /> Modified in: 8.1.300.17
AddQAReviewData Available since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
SetAttachedDadainformation	CommandParameter:

Default Commands	Parameters
	IInteractionOpenMedia<ref name="InteractionOpenMedia" />
Save	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
PullParentInboundEmail	- CommandParameter: IInteractionEmail<ref name="IInteractionEmail" /> - DispositionCode: IDispositionCode<ref name="IDispositionCode" />
Send	- CommandParameter: IInteractionOutboundEmail<ref name="InteractionOutboundEmail" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionEmailTransferAgent	
Save	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
SetAutoClose	CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" />
RequestSaveNotepad	- CommandParameter: IInteraction<ref name="Interaction" /> - NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
TransferAgent	- CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia" /> - Destination: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	"KeyValueCollection" />
AddRecentCall Available since: 8.1.301.xx	RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionEmailWorkflow	
PromptDone Available since: 8.1.300.17	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - ConfirmParentWindow: Window<ref name="Window" >System.Window.Window</ref>
Workflow	- CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionEmailWorkflowFromInteractionESDK	
ESDKWorkflow	- CommandParameter: IIOpenMediaInteraction<ref name="IIOpenMediaInteraction" > Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteraction</ref> - Workflow: String<ref name="String" /> - Reasons: KeyValueCollection<ref name="KeyValueCollection" /> - Extensions: KeyValueCollection<ref name="KeyValueCollection" /> - AttachedDataInformation: IDispositionCode<ref name="IDispositionCode" /> - DispositionCode: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionInboundEmailPossibleToMoveToWorkbin	
IsInboundEmailWorkbinDefined Deprecated since: 8.1.300.17	CommandParameter: InteractionEmail<ref name="InteractionEmail" />

Default Commands	Parameters
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionInboundEmailSearchAndMoveToWorkbin	
IsContactModified Added in 8.1.4	CasId: String<ref name="String" />
InboundEmailSearchAndMoveToWorkbin	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Chain InteractionOutboundEmailPossibleToMoveToWorkbin	
IsOutboundEmailWorkbinDefined Deprecated since: 8.1.300.17	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
IsWorkbinDestinationDefined Available since: 8.1.300.17	- WorkbinId: String<ref name="String" /> - WorkbinOptionName: String<ref name="String" /> - CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionOutboundEmailSearchAndMoveToWorkbin	
IsContactModified Added in 8.1.4	CasId: String<ref name="String" />
OutboundEmailSearchAndMoveToWorkbin	CommandParameter: IInteractionEmail<ref name="IInteractionEmail" />
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	- CommandParameter: IInteraction<ref name="IInteraction" /> - AttachedData: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	"KeyValueCollection" />
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
UpdateNotePadForVoice Available since: 8.1.300.17	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
IsContactModified Available since: 8.1.4	Caseld: String<ref name="String" />
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 />