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Workspace Desktop Edition Developer's Guide

Gadget Windows

4/2/2025

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Gadget Windows

Tip

If you want to highlight the functional areas in the Workspace UI with the red boxes and descriptions shown in the screen shots in this topic, on a *non-production* developer workstation, configure the value of the `keyboard.shortcut.action.test_hidden` developer option to a keyboard short cut, such as: `Ctrl+P`. When you press the keyboard shortcut, the functional areas are highlighted.



Purpose: To present the list of gadget windows that your application can customize.
Updated in 8.1.3, 8.1.4

Description

Gadgets display some specific views and regions also used in the main toolbar. This page presents the list of gadgets available.

Window GadgetDialerWindow

Available since: 8.0.1; updated in 8.1.4

This gadget embeds a dialing toolbar.

- **Window:** GadgetDialerWindow (IGadgetWindow) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** GadgetCustomTrayRegion (Multi-view)
 - **View:** MainToolbarMonitorView (IMainToolbarMonitorView) <ref name="ActiveRecording" >Module: Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **Region:** GadgetDialerRegion
 - **View:** GadgetDialer (ITeamCommunicatorView) <ref name="TeamCommunicator" >Module: Genesyslab.Desktop.Modules.TeamCommunicator</ref>
 - **Region:** GadgetSplitButtonRegion
 - **View:** GadgetButtonView (IGadgetButtonView) <ref name="Windows" >Module: Genesyslab.Desktop.Modules.Windows</ref>

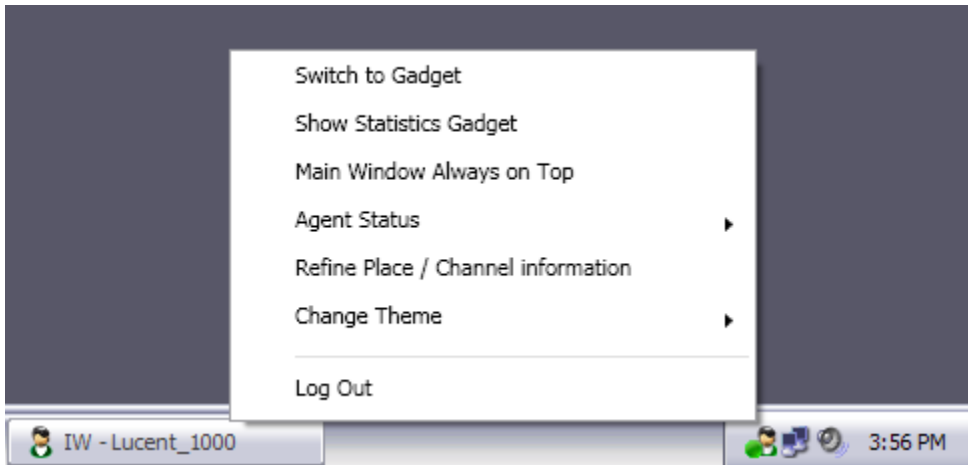


GadgetDialerRegion in the GadgetDialerWindow

Window SystemTrayView

Available since: 8.1.0

- **Window:** SystemTrayView (ISystemTrayContextMenu) <ref name="Windows" />



SystemTrayView is a pop-up menu that you get by right-clicking on your minimized application.

Window GadgetMyWorkspaceWindow

Updated in: 8.1.3

The GadgetMyWorkspaceWindow window contains a GadgetMyWorkspaceViewRegion region which enables you to display views and regions of the workspace:

- **View:** [GadgetMyChannelsWindow](#)—The agent channels, with the place status.
- **View:** [GadgetMyHistoryWindow](#)—The agent's history.
- **View:** [GadgetWorkbinsContainerView](#) —The workbins explorer and menu.
- **View:** [GadgetMyStatisticsWindow](#)—The agent's statistics.
- **View:** [GadgetCallCenterStatisticsWindow](#)—The call center statistics.
- **View:** [GadgetMyMessages](#)—The agent's messages.

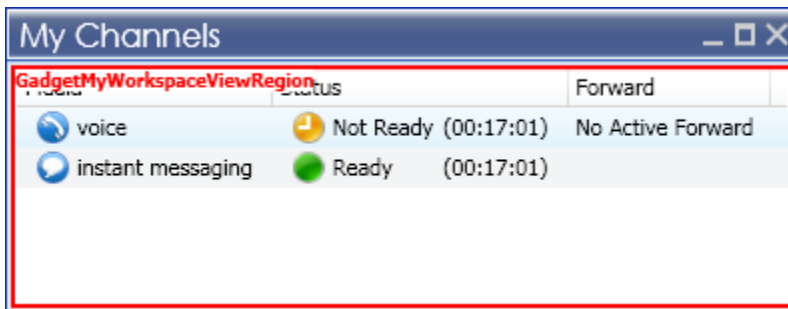
- **View:** `GadgetContactContainerView`—Displays the contact directory
- **View:** `GadgetMyCampaignsWindow`—The campaign's messages .

View GadgetMyChannelsWindow

Available since: 8.0.1

Description: Displays the channel and place status of the agent.

- **Window:** A window identifier (`IGadgetMyWorkspaceWindowView`) `<ref name="Windows" />`
 - **Region:** `GadgetMyWorkspaceViewRegion`
 - **View:** `GadgetMyChannelsWindow` (`IMyPlaceStatusView`) `<ref name="Windows" />`



The `GadgetMyChannelsWindow` in the `GadgetMyWorkspaceViewRegion`

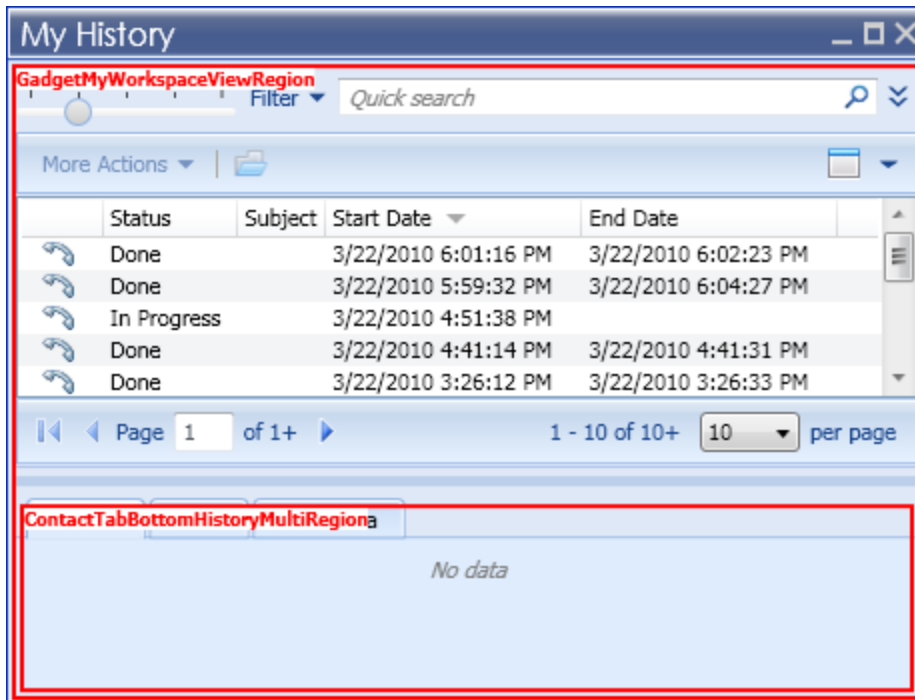
View GadgetMyHistoryWindow

Available since: 8.0.1; updated in: 8.1.2

Description: Displays the history view of the agent:

- **Window:** A window identifier (`IGadgetMyWorkspaceWindowView`) `<ref name="Windows" />`
 - **Region:** `GadgetMyWorkspaceViewRegion`
 - **View:** `GadgetMyHistoryWindow` (`IMyContactHistoryView`) `<ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>`
 - **Region:** `ContactHistoryErrorRegion`
 - **View:** `ContactHistoryErrorView` (`ILastAlertErrorView`) `<ref name="Windows" />`
 - **Region:** `ContactTabBottomHistoryMultiRegion` (Multi-view)
 - **View:** `ContactDetailView` (`IContactDetailView`) `<ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>`
 - **Region:** `ContactDetailRegion`
 - **View:** `FormerContactDetailContentView` (`IFormerContactDetailContentView`) `<ref name="Contact" />`
 - **Region:** `ControlListAttachmentRegion`

- **View:** AttachmentView (IAttachmentView) (Module: Genesyslab.Desktop.Modules.Windows)
- **View:** CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback" />
Added in: 8.1.4
 - **Region:** ContactDetailCallbackInformationRegion
 - **View:** ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OpenMediaContactDetailContentView (IContactDetailContentView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** ControllistAttachmentRegion
 - **View:** AttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
- **View:** NotepadView (INotepadView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticCaseDataRegion
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>



GadgetMyHistoryWindow in the GadgetMyWorkspaceViewRegion

View GadgetWorkbinsContainerView

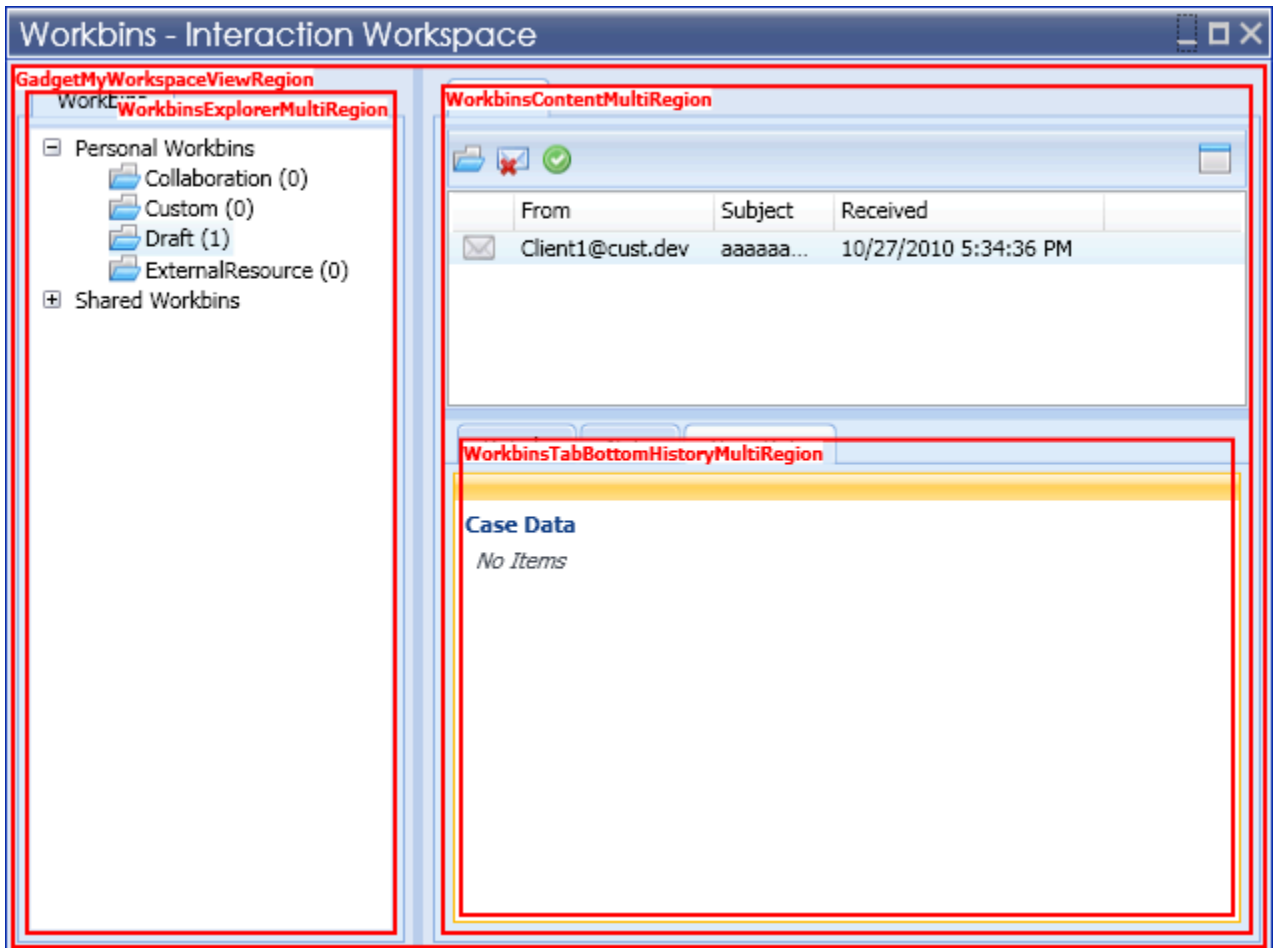
Available since: 8.1.0; updated in: 8.1.3, 8.1.4

Description: Displays the workbins views of the selected workbins:

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetWorkbinsContainerView (IMainToolbarWorkbinsContainerView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** WorkbinsExplorerMultiRegion (Multi-view)
 - **View:** WorkbinsExplorerViewMyWorkbinsExplorerView (IWorkbinsExplorerView) <ref name="OpenMedia" /> Modified in 8.1.4
 - **Region:** WorkbinsExplorerViewErrorRegion
 - **View:** WorkbinsExplorerViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **View:** MyTeamWorkbinsExplorerView (ITeamLeadWorkbinsExplorerView) <ref name="OpenMedia" />
 - **Region:** MyTeamWorkbinsExplorerViewErrorRegion
 - **View:** MyTeamWorkbinsExplorerViewErrorView (ILastAlertErrorView) <ref name="Windows" />

- **View:** MyInteractionFiltersExplorerView (IInteractionFiltersExplorerView) <ref name="OpenMedia" />
- **Region:** WorkbinsContentMultiRegion (Multi-view)
 - **View:** WorkbinsView (IWorkbinsView) <ref name="OpenMedia" />
 - **Region:** WorkbinsViewErrorRegion
 - **View:** WorkbinsViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** WorkbinsTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) (Module: Genesyslab.Desktop.Modules.Contacts)
 - **Region:** ContactDetailRegion
 - **View:** FormerContactDetailContentView (IFormerContactDetailContentView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ControllistAttachmentRegion
 - **View:** ControllistAttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback" /> Added in: 8.1.4
 - **Region:** ContactDetailCallbackInformationRegion
 - **View:** ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OpenMediaContactDetailContentView (IOpenMediaContactDetailContentView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** ControllistAttachmentRegion
 - **View:** ControllistAttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** ContactHistoryNotepadView (INotepadView) <ref name="Windows" />
 - **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" />
 - **Region:** StaticCaseDataRegion
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion

- **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>



GadgetWorkbinsContainerView in GadgetMyWorkspaceViewRegion

View MyStatisticsView

Available since: 8.0.1; **deprecated in:** 8.1.3; see [GadgetMyStatisticsWindow](#) instead

Description: Displays the agent's statistics. **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** MyStatisticsView (IMyStatisticsView) <ref name="Statistics">Module: Genesyslab.Desktop.Modules.Statistics </ref>

GadgetMyWorkspaceViewRegion		Personal
Average Handle Status Time		
Total Number of Conferenced Calls		0
KPI-CurrentAgentState		
KPI-CurrentNumberWaitStatuses	Supplied Object type does not belong to specified Stat Type.	
Total Custo Outbound		
Total number inbound calls (Voice)		0
Total Number Inbound Chat		0
Total Number Inbound Emails		0
Total number internal calls		0
Total login time		00:17:37
Total number outbound calls		0
Total Number Outbound Emails		0
Total Number of Rejected Calls		0
Total talk time		00:00:00
Total Custo Internal		
Total Number of Transferred Calls		0

MyStatisticsView in GadgetMyWorkspaceViewRegion

View GadgetMyStatisticsWindow

Available since: 8.1.3

Description: Displays the agent's statistics.

Window: A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** **GadgetMyStatisticsWindow**(IMyStatisticsView) <ref name="Statistics">Module: Genesyslab.Desktop.Modules.Statistics </ref>

The screenshot shows a window titled "My Statistics" with a red border. The window contains a table of statistics. The table has a header row with "GadgetMyWorkspaceViewRegion" and "Personal". The table lists various metrics such as "Average Handle Status Time", "Total Number of Conferenced Calls", "KPI-CurrentAgentState", "KPI-CurrentNumberWaitStatuses", "Total Custo Outbound", "Total number inbound calls (Voice)", "Total Number Inbound Chat", "Total Number Inbound Emails", "Total number internal calls", "Total login time", "Total number outbound calls", "Total Number Outbound Emails", "Total Number of Rejected Calls", "Total talk time", "Total Custo Internal", and "Total Number of Transferred Calls".

GadgetMyWorkspaceViewRegion		Personal
Average Handle Status Time		
Total Number of Conferenced Calls		0
KPI-CurrentAgentState		
KPI-CurrentNumberWaitStatuses	Supplied Object type does not belong to specified Stat Type.	
Total Custo Outbound		
Total number inbound calls (Voice)		0
Total Number Inbound Chat		0
Total Number Inbound Emails		0
Total number internal calls		0
Total login time		00:17:37
Total number outbound calls		0
Total Number Outbound Emails		0
Total Number of Rejected Calls		0
Total talk time		00:00:00
Total Custo Internal		
Total Number of Transferred Calls		0

GadgetMyStatisticsWindow in GadgetMyWorkspaceViewRegion

View MyCallCenterStatisticsView

Available since: 8.0.1; deprecated in: 8.1.3

Description: Displays the Call Center Statistics panel: **Window:** A window identifier (IGadgetMyWorkspaceWindowView) (Module: Genesyslab.Desktop.Modules.Windows)

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** MyCallCenterStatisticsView (IMyCallCenterStatisticsView) <ref name="Statistics" />

The screenshot shows a window titled "Call Center Statistics" with a red border. The window contains a table with three columns: "GadgetMyWorkspaceViewRegion", "Description", and "Value". The table lists various call center metrics such as "Average abandoned call time", "Abandoned Calls Percentage", "Abandoned Calls Percentage - RP", "Average distribution call time", "Max Waiting Time", "Current number of interactions waiting in the queue", "Distrib Calls Percentage", "Distrib Calls Percentage - RP", "Estimated time to handle interaction in the queue", "Total number of abandoned calls", "Total number of abandoned calls - RP", "Total number of distributed calls", and "Total number of distributed calls - RP".

GadgetMyWorkspaceViewRegion	Description	Value
80001@LucentG3	Average abandoned call time	00:00:00
80001@LucentG3	Abandoned Calls Percentage	0%
122@LucentG3	Abandoned Calls Percentage - RP	0%
80001@LucentG3	Average distribution call time	00:00:00
80001@LucentG3	Max Waiting Time	00:00:00
80001@LucentG3	Current number of interactions waiting in the queue	0
80001@LucentG3	Distrib Calls Percentage	0%
122@LucentG3	Distrib Calls Percentage - RP	0%
80001@LucentG3	Estimated time to handle interaction in the queue	00:00:00
80001@LucentG3	Total number of abandoned calls	0
122@LucentG3	Total number of abandoned calls - RP	0
80001@LucentG3	Total number of distributed calls	0
122@LucentG3	Total number of distributed calls - RP	0

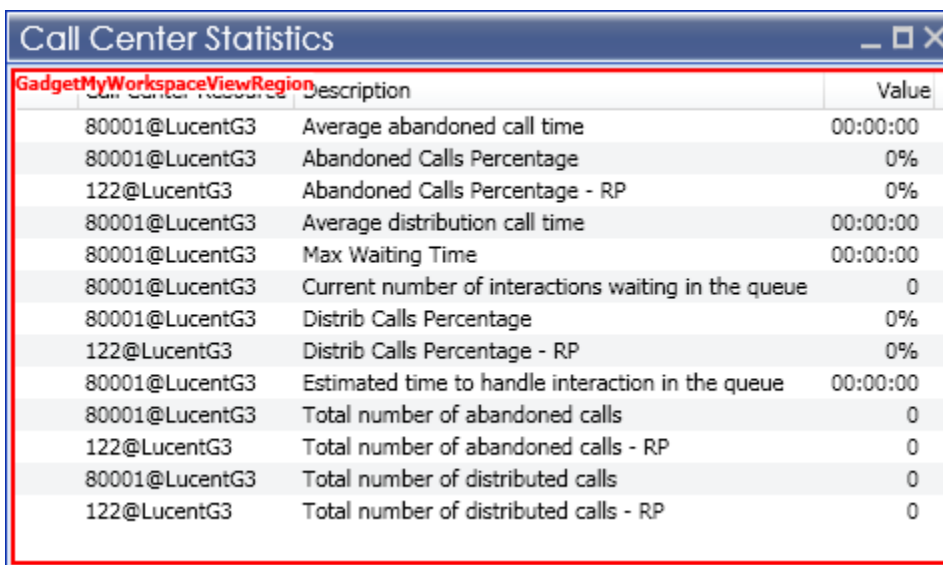
MyCallCenterStatisticsView in GadgetMyWorkspaceViewRegion

View GadgetCallCenterStatisticsWindow

Available since: 8.1.3

Description: Displays the Call Center Statistics panel: **Window:** A window identifier (IGadgetMyWorkspaceWindowView) (Module: Genesyslab.Desktop.Modules.Windows)

- **Region:** GadgetMyWorkspaceViewRegion
 - **View: GadgetCallCenterStatisticsWindow**(IMyCallCenterStatisticsView) <ref name="Statistics" />



Call Center Resource	Description	Value
80001@LucentG3	Average abandoned call time	00:00:00
80001@LucentG3	Abandoned Calls Percentage	0%
122@LucentG3	Abandoned Calls Percentage - RP	0%
80001@LucentG3	Average distribution call time	00:00:00
80001@LucentG3	Max Waiting Time	00:00:00
80001@LucentG3	Current number of interactions waiting in the queue	0
80001@LucentG3	Distrib Calls Percentage	0%
122@LucentG3	Distrib Calls Percentage - RP	0%
80001@LucentG3	Estimated time to handle interaction in the queue	00:00:00
80001@LucentG3	Total number of abandoned calls	0
122@LucentG3	Total number of abandoned calls - RP	0
80001@LucentG3	Total number of distributed calls	0
122@LucentG3	Total number of distributed calls - RP	0

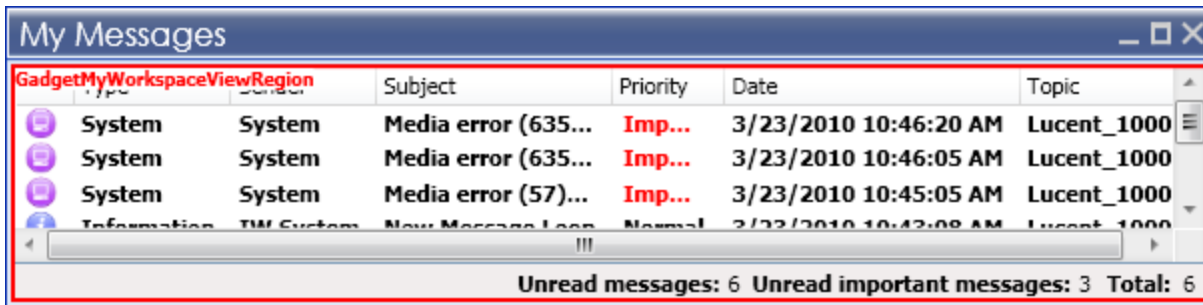
GadgetCallCenterStatisticsWindow in GadgetMyWorkspaceViewRegion

View GadgetMyMessages

Available since: 8.0.1

Description: Displays the agent's messages.

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
 - **Region:** GadgetMyWorkspaceViewRegion
 - **View: GadgetMyMessagesWindow** (IMyBroadcastMessageView) <ref name="Windows" />



GadgetMyMessagesWindow in GadgetMyWorkspaceViewRegion

View GadgetMyCampaignsWindow

Available since: 8.1.1

Description: Displays the campaign's messages.

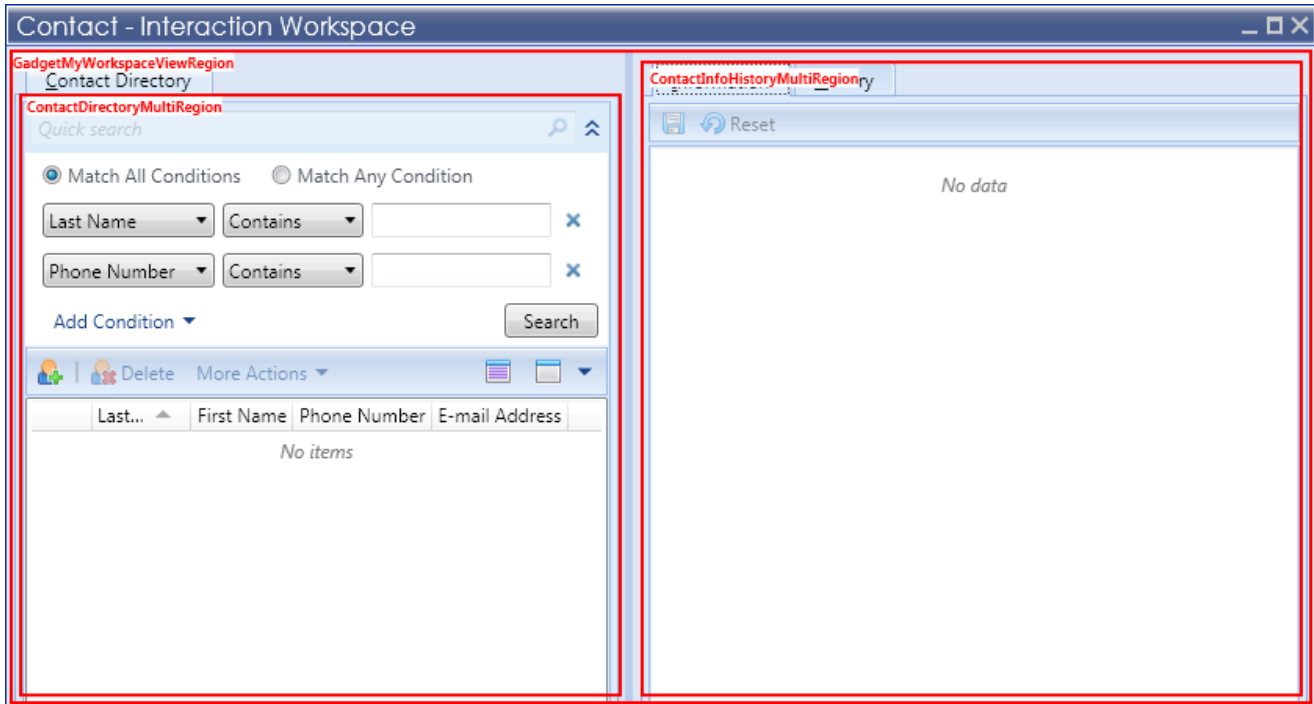
- **Window:** A window identifier (IGadgetMyWorkspaceWindow) <ref name="Windows" />
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetMyCampaignsWindow (IMyCampaignsView) <ref name="Outbound">Module: Genesyslab.Desktop.Modules.Outbound</ref>
 - **Region:** CampaignsErrorRegion
 - **View:** campaignsErrorView (ILastAlertErrorView) <ref name="Windows" />

View GadgetContactContainerView

Description: Displays the contact directory.

- **Window:** GadgetMyWorkspaceWindow (IGadgetMyWorkspaceWindow) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetContactContainerView (IMainToolbarContainerView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDirectoryMultiRegion (Multi-view)
 - **View:** ContactDirectoryView (IContactDirectoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ContactInfoHistoryMultiRegion (Multi-view)
 - **View:** ContactInformationView (IContactInformationView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactInformationErrorRegion

- **View:** `ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
- **View:** `ContactHistoryView (IMyContactHistoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>`
 - **Region:** `ContactHistoryErrorRegion`
 - **View:** `ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** `ContactTabBottomHistoryMultiRegion (Multi-view)`
 - **View:** `ContactDetailView (IContactDetailView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>`
 - **Region:** `ContactDetailRegion`
 - **View:** `FormerContactDetailContentView (IFormerContactDetailContentView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>`
 - **Region:** `ControlListAttachmentRegion`
 - **View:** `AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **View:** `CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback" />`
Added in: 8.1.4
 - **Region:** `ContactDetailCallbackInformationRegion`
 - **View:** `ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows" />`
 - **View:** `OpenMediaContactDetailContentView (IOpenMediaContactDetailContentView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>`
 - **Region:** `ControlListAttachmentRegion`
 - **View:** `AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **View:** `NotepadViewContactHistoryNotepadView (INotepadView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **View:** `ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** `StaticCaseDataRegion`
 - **View:** `StaticCaseDataView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** `StaticDispositionCodeRegion`
 - **View:** `StaticDispositionCodeView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`

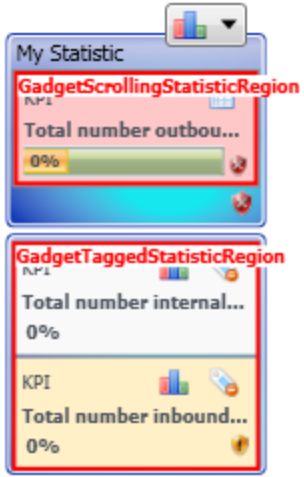


Window GadgetStatisticsWindow

Available since: 8.1.0

Description: This gadget window displays a specific GUI for agent statistics.

- **Window:** GadgetStatisticsWindow (IGadgetStatisticsWindow) <ref name="Statistics" >Module: Genesyslab.Desktop.Modules.Statistics</ref>
 - **Region:** GadgetScrollingStatisticRegion
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />
 - **Region:** GadgetTaggedStatisticRegion (Multi-view)
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />



GadgetStatisticsWindow

References

<references />