GENESYS™

Workspace Desktop Edition Developer's Guide

IM

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IM

	Purpose: To provide information about customizable commands for the windows.

Learn about IM Commands

IM stands for Instant Messaging and is a feature provided by underlying SIP T-Servers and Switches. As a consequence, IM is not part of the open media offer. IM interactions are related to Voice interactions and voice media. In addition to the commands listed below, you can also read the following pages:

- Commands for the Voice Media to manage the creation of IM sessions.
- Manage Toaster which also accepts and rejects IM interactions.

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

IM Commands

Chains of Commands to Manage IM Interactions

Default Commands	Parameters
Chain InteractionIMClose	
• IsPossibleToClose	• CommandParameter: IInteractionIM<ref name= "IInteractionIM" > Genesyslab.Desktop.Modules.Voice.Model.Interactions.IInteract
• Close	• CommandParameter: IInteractionIM<ref name= "IInteractionIM" />
Chain InteractionIMIsPossibleToClose	
• IsPossibleToClose	• CommandParameter: IInteractionIM<ref name= "IInteractionIM" />
Chain InteractionIMReleaseIM Available since: 8.1.200.16	

Default Commands	Parameters
• PromptEnd	• CommandParameter: IInteraction<ref name= "IInteraction">IInteraction</ref> • ConfirmParentWindow: Window<ref name= "Window">Window</ref>
• Release	• CommandParameter: IInteractionIM<ref name= "IInteractionIM" /> • Reasons: KeyValueCollection<ref name= "KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollectio • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
Chain InteractionIMSendMessage	
• SendMessage	• CommandParameter: IInteractionIM<ref name= "IInteractionIM" /> • Content: string<ref name="String" > System.String</ref> • ContentType: string<ref name="String" />
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
• SetAttachedData	• CommandParameter: IInteraction<ref name= "IInteraction" /> • AttachedData: KeyValueCollection<ref name= "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" />

Default Commands	Parameters
• IsContactModified Available since: 8.1.4	• CaseId: 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>