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Workspace Desktop Edition Developer's Guide

Interactions Window

Interactions Window

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: Presents for the Interactions window, the list of default views and regions that your application can customize.

Window: InteractionsWindow

Available since: 8.0.1; updated in: 8.1.1, 8.1.2, 8.1.3, 8.1.4

The main window displays the given interaction and the associated cases; it contains the following views and regions:

- **Window:** InteractionsWindowView (IInteractionsWindow) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CasesRegion (Multi-view)
 - **View:** CaseView (ICaseView)<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CaseViewSideButtonRegion (Multi-view)
 - **View:** InteractionContainerSideButtonView (IInteractionContainerSideButtonView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **View:** SRLSideButtonView (ISRLSideButtonView) <ref name="StandarResponse">Genesyslab.Desktop.Modules.StandarResponse</ref>
 - **Region:** InteractionsErrorRegion
 - **View:** InteractionsErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CaseDataRegion
 - **View:** CaseDataView (ICaseDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** UpdateCaseDataRegion
 - **View:** UpdateCaseDataView (IGenericDataView) <ref name="

"Windows">Genesyslab.Desktop.Modules.Windows</ref>

- **Region:** ConsultationBundlesRegion (Multi-view)
 - **View:** MainBundleView (IMainBundleView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** MainBundleRegion
 - **View:** BundleView (IBundleView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** BundlePartyRegion
 - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** PartyRegion (Multi-view)
 - **View:** PartyView (IPartyView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CustomBundlePartyRegion (Multi-view)
 - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRe
 - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts" />
- **Region:** BundleToolbarContainerRegion
 - **View:** BundleToolbarView (IBundleToolbarView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** DonePullPreviewToolbarView (IDonePullPreviewToolbarView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** RescheduleToolbarView (IRescheduleToolbarView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref> Deprecated in: 8.1.4
 - **View:** InteractionCallbackRescheduleToolbarView (IInteractionCallbackRescheduleToolbarView) <ref name="Callback">Genesyslab.Desktop.Modules.Callback</ref>
 - **View:** InteractionCallbackToolbarView (IInteractionCallbackToolbarView) <ref name="Callback">Genesyslab.Desktop.Modules.Callback</ref>

- **View:** TeamLeadToolBarView (ITeamLeadToolBarView) <ref name="TeamLead">Genesyslab.Desktop.Modules.TeamLead</ref>
- **View:** InteractionSmsToolBarView (IInteractionSmsToolBarView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionInboundEmailToolBarView (IInteractionInboundEmailToolBarView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionOutboundEmailToolBarView (IInteractionOutboundEmailToolBarView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionChatToolBarView (IInteractionChatToolBarView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionChatConsultToolBarView (IInteractionChatConsultToolBarView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionIMToolBarView (IInteractionIMToolBarView) <ref name="Voice">Genesyslab.Desktop.Modules.Voice</ref>
- **View:** InteractionPreviewToolBarView (IInteractionPreviewToolBarView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
- **View:** InteractionVoiceToolBarView (IInteractionVoiceToolBarView) <ref name="Voice">Genesyslab.Desktop.Modules.Voice</ref>
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
 - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref name="SIPEndpointCommunication">Genesyslab.Desktop.Modules.SIPEndpointCommunication</ref>
Deprecated in: 8.1.4
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
Available since: 8.1.4
 - **View:** InteractionWorkItemToolBarView (IInteractionWorkItemToolBarView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)
- **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
 - **View:** OutboundRecordView (IOutboundRecordView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** UpdateOutboundFieldsRegion
 - **View:** UpdateOutboundFieldsView (IGenericDataView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>

- **View:** `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
- **View:** `InteractionCallbackInformationView (IInteractionCallbackInformationView) <ref name="Callback">Genesyslab.Desktop.Modules.Callback</ref>`
 - **Region:** `CallbackInformationRegion`
 - **View:** `CallbackInformationView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
- **Region:** `InteractionsBundleRegion (Multi-view)`
 - **View:** `SmsView (ISmsView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>`
 - **View:** `InboundEmailView (IInboundEmailView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>`
 - **Region:** `EmailAttachmentsContentControlRegion`
 - **View:** `AttachmentView EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **View:** `OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>`
 - **Region:** `OutboundEmailAttachmentsContentControlRegion`
 - **View:** `AttachmentViewOutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **View:** `ChatView (IChatView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>`
 - **View:** `IMView (IIMCallView) <ref name="Voice">Genesyslab.Desktop.Modules.Voice</ref>`
 - **View:** `WorkItemView (IWorkItemView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>`
- **Region:** `InteractionDetailsRegion (Multi-view)`
 - **View:** `DispositionsView (IDispositionsView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** `InteractionDetailsDispositionsRegion (Multi-view)`
 - **View:** `OutboundDispositionView (IOutboundDispositionView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>`
 - **View:** `DispositionCodeView (IDispositionCodeView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **View:** `NotepadViewNotepadVoiceNotepadView (INotepadView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`

"Windows">Genesyslab.Desktop.Modules.Windows</ref>

- **View:** BundleView (IBundleView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** BundlePartyRegion
Added in: 8.1.3
 - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows" />
 - **Region:** PartyRegion (Multi-view)
 - **View:** PartyView (IPartyView) <ref name="Windows" />
 - **Region:** CustomBundlePartyRegion (Multi-view)
 - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording" />
 - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts" />
 - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts" />
- **Region:** BundleToolbarContainerRegion
 - **View:** TeamLeadToolBarView (ITeamLeadToolBarView) <ref name="TeamLead" />
 - **View:** InteractionPreviewToolBarView (IInteractionPreviewToolBarView) <ref name="Outbound" />
 - **View:** InteractionCallbackToolBarView (IInteractionCallbackToolBarView) <ref name="Callback" />
 - **View:** InteractionSmsToolBarView (IInteractionSmsToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionWorkItemToolBarView (IInteractionWorkItemToolBarView) <ref name="OpenMedia" />
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)
 - **View:** InteractionOutboundEmailToolBarView (IInteractionOutboundEmailToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionInboundEmailToolBarView (IInteractionInboundEmailToolBarView) <ref name="OpenMedia" />
 - **View:** BundleToolBarView (IBundleToolBarView) <ref name="Windows" />
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** InteractionCallbackRescheduleToolBarView (IInteractionCallbackRescheduleToolBarView) <ref name="Callback" />
 - **View:** DonePullPreviewToolBarView (IDonePullPreviewToolBarView) <ref name="Outbound" />
 - **View:** RescheduleToolBarView (IRescheduleToolBarView) <ref name="Outbound" />

- **View:** InteractionVoiceToolBarView (IInteractionVoiceToolBarView) <ref name="Voice" />
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
 - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref name="SIPEndpointCommunication" />
 - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording" />
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording" />
- **View:** InteractionIMToolBarView (IInteractionIMToolBarView) <ref name="Voice" />
- **View:** InteractionChatToolBarView (IInteractionChatToolBarView) <ref name="OpenMedia" />
- **View:** InteractionChatConsultToolBarView (IInteractionChatConsultToolBarView) <ref name="OpenMedia" />
- **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
 - **View:** InteractionCallbackInformationView (IInteractionCallbackInformationView) <ref name="Callback" />
 - **Region:** CallbackInformationRegion
 - **View:** CallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OutboundRecordView (IOutboundRecordView) <ref name="Outbound" />
 - **Region:** UpdateOutboundFieldsRegion
 - (IGenericDataView) <ref name="Windows" />
- **Region:** InteractionsBundleRegion (Multi-view)
 - **View:** IMView (IIMCallView) <ref name="Voice" />
 - **View:** ChatView (IChatView) <ref name="OpenMedia" />
 - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia" />
 - **Region:** EmailAttachmentsContentControlRegion
 - **View:** EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />
 - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia" />
 - **Region:** OutboundEmailAttachmentsContentControlRegion
 - **View:** OutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />
 - **View:** WorkItemView (IWorkItemView) <ref name="OpenMedia" />
 - **View:** SmsView (ISmsView) <ref name="OpenMedia" />

- **Region:** InteractionDetailsRegion (Multi-view)
 - **View:** NotepadVoiceNotepadView (INotepadView) <ref name="Windows" />
 - **View:** DispositionsView (IDispositionsView) <ref name="Windows" />
 - **Region:** InteractionDetailsDispositionsRegion (Multi-view)
 - **View:** OutboundDispositionView (IOutboundDispositionView) <ref name="Outbound" />
 - **View:** DispositionCodeView (IDispositionCodeView) <ref name="Windows" />
- **View:** BundleView (IBundleView) <ref name="Windows" />
 - **Region:** BundlePartyRegion
 - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows" />
 - **Region:** PartyRegion (Multi-view)
 - **View:** PartyView (IPartyView) <ref name="Windows" />
 - **Region:** CustomBundlePartyRegion (Multi-view)
 - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording" />
 - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts" />
 - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts" />
- **Region:** BundleToolbarContainerRegion
 - **View:** TeamLeadToolBarView (ITeamLeadToolBarView) <ref name="TeamLead" />
 - **View:** InteractionPreviewToolBarView (IInteractionPreviewToolBarView) <ref name="Outbound" />
 - **View:** InteractionCallbackToolBarView (IInteractionCallbackToolBarView) <ref name="Callback" />
 - **View:** InteractionSmsToolBarView (IInteractionSmsToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionWorkItemToolBarView (IInteractionWorkItemToolBarView) <ref name="OpenMedia" />
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)
 - **View:** InteractionOutboundEmailToolBarView (IInteractionOutboundEmailToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionInboundEmailToolBarView (IInteractionInboundEmailToolBarView) <ref name="OpenMedia" />
 - **View:** BundleToolBarView (IBundleToolBarView) <ref name="Windows" />
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** InteractionCallbackRescheduleToolBarView (IInteractionCallbackRescheduleToolBarView) <ref name="Callback" />

- **View:** DonePullPreviewToolBarView (IDonePullPreviewToolBarView) <ref name="Outbound" />
- **View:** RescheduleToolBarView (IRescheduleToolBarView) <ref name="Outbound" />
- **View:** InteractionVoiceToolBarView (IInteractionVoiceToolBarView) <ref name="Voice" />
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
 - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref name="SIPEndpointCommunication" />
 - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording" />
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording" />
 - **View:** InteractionIMToolBarView (IInteractionIMToolBarView) <ref name="Voice" />
 - **View:** InteractionChatToolBarView (IInteractionChatToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionChatConsultToolBarView (IInteractionChatConsultToolBarView) <ref name="OpenMedia" />
- **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
 - **View:** InteractionCallbackInformationView (IInteractionCallbackInformationView) <ref name="Callback" />
 - **Region:** CallbackInformationRegion
 - **View:** CallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OutboundRecordView (IOutboundRecordView) <ref name="Outbound" />
 - **Region:** UpdateOutboundFieldsRegion
 - **View:** UpdateOutboundFieldsView (IGenericDataView) <ref name="Windows" />
- **Region:** InteractionsBundleRegion (Multi-view)
 - **View:** IMView (IIMCallView) <ref name="Voice" />
 - **View:** ChatView (IChatView) <ref name="OpenMedia" />
 - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia" />
 - **Region:** EmailAttachmentsContentControlRegion
 - **View:** EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />
 - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia" />
 - **Region:** OutboundEmailAttachmentsContentControlRegion
 - **View:** OutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />

-
- **View:** WorkItemView (IWorkItemView) <ref name="OpenMedia" />
 - **View:** SmsView (ISmsView) <ref name="OpenMedia" />
 - **Region:** InteractionWorksheetRegion
 - **View:** InteractionContainerView (IInteractionContainerView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** AssignContactDirectoryRegion (Multi-view)
 - **View:** AssignContactDirectoryView (IContactDirectoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CaseContactRegion (Multi-view)
 - **View:** InteractionContactInformationView (IContactInformationView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactInformationErrorRegion
 - **View:** ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** InteractionContactHistoryView (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:** 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 (IContactDetailContentView|OpenMediaContactDetailContentView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** ControlListAttachmentRegion
 - **View:** ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** <ContactHistoryNotepadView (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>
- **View:** ResponsesView (IResponsesView) <ref name="StandardResponse">Genesyslab.Desktop.Modules.StandarResponse</ref>
 - **Region:** ResponsesErrorRegion
 - **View:** ResponsesErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** ResponseAttachmentsContentControlRegion
 - **View:** AttachmentViewResponseAttachmentsContentControlView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>

John Doe - External - Interaction Workspace

CasesRegion: John Doe (00:13:05) (00:03:59)

CaseDataRegion
Duration: 00:13:05

ConsultationBundlesRegion
BundlePartyRegion: Outbound Ended
MainBundleRegion

InteractionsBundleRegion <main@mcr.dev>
To... john.doe@genesys.com Add Cc
Subject:
Arial 12 B I U A
HTML English (United S)

InteractionDetailsRegion
 None
 Rejected
 Transferred
 Accepted

Consultation: 5331 (00:11:58) (00:03:59)

BundlePartyRegion: Connected Ended

End BundleToolbarContainerRegion

InteractionsBundleRegion
Welcome to Instant Messaging. Send a message to start the session
[6:53:11 PM] Lucent 1000: hello
[6:53:12 PM] 5331 accepted the Instant Messaging invitation.

Send

CaseViewSideButtonRegion
Information History
CaseContactRegion 10 Filter Quick search
More Actions

| | Status | Subject | Start |
|--|-------------|----------------------------|-------|
| | Done | Test for User Guide | 6/28 |
| | Done | Test for User Guide | 6/28 |
| | Done | test survey for User Guide | 6/25 |
| | In Progress | | 11/3 |
| | In Progress | | 11/3 |
| | Done | | 11/3 |
| | Done | | 11/3 |
| | In Progress | | 11/3 |
| | In Progress | | 11/2 |
| | Done | | 11/2 |

RESPONSES

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ContactTabBottomHistoryMultiRegion
To: john.doe@genesys.com
From: 1000

Interactions Window

The complete view and the main inner views and regions of the IInteractionWindow.

References

<references />