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Workspace Desktop Edition Developer's Guide

[Open Media](#)

4/2/2025

Open Media



Purpose: To provide information about customizable commands.
Updated in: 8.1.300.17

Learn about Open Media Commands

The open media interactions are top level interfaces implemented by e-mail, chat, and work item interactions. The open media commands presented in this page are basic operations which apply to open media interactions by inheritance: e-mail, chat, and workitem interactions. **E-Mails**, **Chat**, and **Work Items** are specific to e-mail, chat, and work items respectively, and present an addition to the commands detailed in this page. You can also use specific **Windows** 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 Open Media 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 Open Media Interactions

Default commands	Parameters
Chain InteractionOpenMediaCanPullInteraction Available since: 8.1.300.17	
<ul style="list-style-type: none"> • CanPullInteraction 	<ul style="list-style-type: none"> • CommandParameter: Dictionary<ref name="Dictionary" >Dictionary<string, object></ref>
Chain InteractionOpenMediaClose	
<ul style="list-style-type: none"> • IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> • Caseld: String<ref name="String" />

Default commands	Parameters
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
Chain InteractionOpenMediaCloseOnOutOfService	
<ul style="list-style-type: none"> UpdateInteractionUCS 	<ul style="list-style-type: none"> CommandParameter: Interaction<ref name="Interaction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
<ul style="list-style-type: none"> SmsReleaseParty <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: InteractionSms<ref name="InteractionSms" >Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.S
<ul style="list-style-type: none"> ReleaseMyParty 	<ul style="list-style-type: none"> CommandParameter: InteractionChat<ref name="InteractionChat" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.CH AfterActionMode: String <ref name="String" >System.String</ref>
<ul style="list-style-type: none"> CloseConsult 	<ul style="list-style-type: none"> CommandParameter: InteractionChat<ref name="InteractionChat" />
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIn
Chain InteractionOpenMediaConferenceAgent	
<ul style="list-style-type: none"> ConferenceAgent 	<ul style="list-style-type: none"> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> Visibility: String<ref name="String" /> Destination: String<ref name="String" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollectionio
Chain InteractionOpenMediaGetInteractionStateById Available since: 8.1.300.17	
<ul style="list-style-type: none"> GetInteractionState 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" />

Default commands	Parameters
Chain InteractionOpenMediaHandlingTimeout	
<ul style="list-style-type: none"> UpdateInteractionUCS 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> SmsReleaseParty <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteractionSms<ref name="IInteractionSms" />
<ul style="list-style-type: none"> ReleaseMyParty 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" /> AfterActionMode: String<ref name="String" />
<ul style="list-style-type: none"> CloseConsult 	<ul style="list-style-type: none"> CommandParameter: IInteractionChat<ref name="IInteractionChat" />
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionOpenMediaMoveToQueue Added in 8.1.4	
<ul style="list-style-type: none"> PlaceInQueue 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> Destination: String<ref name="String" /> Reason: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionOpenMediaMoveToWorkbin Added in 8.1.4	
<ul style="list-style-type: none"> MoveToWorkbin 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> WorkbinId: String<ref name="String" /> WorkbinParameter: String<ref name="String" /> WorkbinType: WorkbinType<ref name="WorkbinType" /> Genesyslab.Platform.OpenMedia.Protocols.OpenMediaAttribute

Default commands	Parameters
Chain InteractionOpenMediaPlaceInQueue	
<ul style="list-style-type: none"> UpdateInteractionUCS 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" /> <p>Parameter available since: 8.1.300.17</p>
<ul style="list-style-type: none"> IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> Caseld: String<ref name="String" />
<ul style="list-style-type: none"> SaveAttachedData <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" /> UserData: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> SetAutoClose Available since: 8.1.300.17 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
<ul style="list-style-type: none"> PlaceInQueue 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> Destination: String<ref name="String" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> UpdateContactInformation Added in 8.1.4 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC" > Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</ref>
Chain InteractionOpenMediaPullById Available since: 8.1.300.17	
<ul style="list-style-type: none"> PullInteraction 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" />

Default commands	Parameters
	<ul style="list-style-type: none"> queue: String<ref name="String" /> sourceType: String<ref name="String" /> agentId: String<ref name="String" />
Chain InteractionOpenMediaPullFromWorkbinById Available since: 8.1.300.17	
<ul style="list-style-type: none"> GetInteractionState 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" />
<ul style="list-style-type: none"> CanPullInteraction 	<ul style="list-style-type: none"> CommandParameter: Dictionary<ref name="Dictionary" />
<ul style="list-style-type: none"> DisplayWarningPullNotPossible 	<ul style="list-style-type: none"> canPullInteraction (result: String<ref name="String" />)
<ul style="list-style-type: none"> PullFromWorkbin 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" /> WorkbinId: String<ref name="String" />
Chain InteractionOpenMediaUCSStopProcessing	
<ul style="list-style-type: none"> StopProcessing 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" /> UserData: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionOpenMediaUCSUpdate	
<ul style="list-style-type: none"> UpdateInteraction 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
Chain InteractionOpenMediaPullFromWorkbinById Added in 8.1.4	
<ul style="list-style-type: none"> GetInteractionState 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" />
<ul style="list-style-type: none"> CanPullInteraction 	<ul style="list-style-type: none"> CommandParameter: Dictionary<string, object><ref name="Dictionary" />

Default commands	Parameters
<ul style="list-style-type: none"> DisplayWarningPullNotPossible 	<ul style="list-style-type: none"> canPullInteraction (result: String<ref name="String" />)
<ul style="list-style-type: none"> PullFromWorkbin 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" /> QueueId: String<ref name="String" />
Chain InteractionOpenMediaTransferAgent	
<ul style="list-style-type: none"> SetAutoClose 	<ul style="list-style-type: none"> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: Interaction<ref name="Interaction" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" > Genesyslab.Desktop.Modules.Windows.Interactions.INotepadVi
<ul style="list-style-type: none"> TransferAgent 	<ul style="list-style-type: none"> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> Destination: String<ref name="String" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionOpenMediaWorkflow	
<ul style="list-style-type: none"> PromptDone <p>Available since: 8.1.300.17</p>	<ul style="list-style-type: none"> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" /> ConfirmParentWindow: Window<ref name="Window" >System.Window.Window</ref>
<ul style="list-style-type: none"> Workflow 	<ul style="list-style-type: none"> CommandParameter: InteractionOpenMedia<ref name="InteractionOpenMedia" />

Default commands	Parameters
	<ul style="list-style-type: none"> Workflow: String<ref name="String" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionPossibleToMoveToWorkbin	
<ul style="list-style-type: none"> IsWorkbinDestinationDefined Available since: 8.1.3 	<ul style="list-style-type: none"> WorkbinId: String<ref name="String" /> WorkbinOptionName: String<ref name="String" /> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" />
Chain InteractionInternalConferenceInviteAccept Added in 8.1.4	
<ul style="list-style-type: none"> Accept 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionInternalConferenceInviteConferenceAgent Added in 8.1.4	
<ul style="list-style-type: none"> ConferenceAgent 	<ul style="list-style-type: none"> CommandParameter: IInteractionInternalConferenceInvite<ref name="IInteractionInternalConferenceInvite" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionInternalConferenceInvite /> Visibility: String<ref name="String" /> Destination: String<ref name="String" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionInternalConferenceInviteDecline Added in 8.1.4	
<ul style="list-style-type: none"> Decline 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia<ref name="IInteractionOpenMedia" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" />

Default commands	Parameters
	<ul style="list-style-type: none"> Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: <code>IInteractionOpenMedia<ref name="IInteractionOpenMedia" /></code>
Chain InteractionInternalConferenceInvitePull Added in 8.1.4	
<ul style="list-style-type: none"> GetInteractionProperties 	<ul style="list-style-type: none"> CommandParameter: <code>String<ref name="String" /></code>
<ul style="list-style-type: none"> Pull 	<ul style="list-style-type: none"> CommandParameter: <code>String<ref name="String" /></code>
Chain InteractionInternalConferenceInviteSendInvite Added in 8.1.4	
<ul style="list-style-type: none"> SetCollaborationQueueContext 	<ul style="list-style-type: none"> CommandParameter: <code>IInteractionInternalConferenceInvite<ref name="IInteractionInternalConferenceInvite" /></code> System.String: Queue, output parameter
<ul style="list-style-type: none"> SetOwner 	<ul style="list-style-type: none"> CommandParameter: <code>IInteractionInternalConferenceInvite<ref name="IInteractionInternalConferenceInvite" /></code>
<ul style="list-style-type: none"> PlaceInQueueCollaboration 	<ul style="list-style-type: none"> CommandParameter: <code>IInteractionInternalConferenceInvite<ref name="IInteractionInternalConferenceInvite" /></code> Queue: <code>String<ref name="String" /></code> Reason: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> CorrelatorData: <code>String<ref name="String" /></code>
Chain InteractionInternalConferenceInviteStopProcessing Added in 8.1.4	
<ul style="list-style-type: none"> StopProcessing 	<ul style="list-style-type: none"> CommandParameter: <code>IIOpenMediaInteraction<ref name="IIOpenMediaInteraction" /></code>

Default commands	Parameters
	<p>"IIOpenMediaInteraction">Genesyslab.Enterprise.Model.Interaction</p> <ul style="list-style-type: none"> Reason: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" /> CorrelatorData: String<ref name="String" />
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
<ul style="list-style-type: none"> SetAttachedData 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" /> AttachedData: KeyValueCollection<ref name="KeyValueCollection" />
Chain BundleClose	
<ul style="list-style-type: none"> GetAttachedDataInformationUCS 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="InteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
<ul style="list-style-type: none"> UpdateNotePadForVoice Available since: 8.1.300.17 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="InteractionsBundle" />
<ul style="list-style-type: none"> ResetInteractionChatConsultation 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="InteractionsBundle" />
<ul style="list-style-type: none"> IsContactModified Available since: 8.1.4 	<ul style="list-style-type: none"> Caseld: String<ref name="String" />
<ul style="list-style-type: none"> IsPossibleToClose 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="InteractionsBundle" />
<ul style="list-style-type: none"> CompleteDispositionCodeOnBundle 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="InteractionsBundle" />
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="InteractionsBundle" />

Default commands	Parameters
<ul style="list-style-type: none">• StopInteractionVoiceUCS	<ul style="list-style-type: none">• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none">• GetOutboundPreviewRecord	<ul style="list-style-type: none">• CommandParameter: ICampaign<ref name="ICampaign" > Genesyslab.Enterprise.Model.Interaction.ICampaign</ref>

<references />