Workspace Desktop Edition Developer's Guide

Outbound

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Contents

Outbound

	Purpose: To provide information about customizable commands. Available since: 8.1.100.14 Updated in: 8.1.300.17

Learn about Outbound Commands

These commands manage outbound operations on campaigns, interactions, chains and records.

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

Managing Chains and Records

The following commands cover:

Available since: 8.1.100.14

Default Commands	Parameters
Chain CampaignGetPreviewRecord	
• GetOutboundPreviewRecord	CommandParameter: ICampaign<ref name="ICampaign">Genesyslab.Enterprise.Model.Interaction.ICam
Chain CancelOutboundChain	
• UpdateOutboundRecord	CommandParameter: IInteraction<ref name="IInteraction">Genesyslab.Desktop.Modules.Core.Model.Int
• CancelOutboundChain	
Chain ClosePullPreviewRecord	
• RescheduleOutboundRecord	• CommandParameter: IInteraction<ref name="IInteraction">_</ref>
• CancelOutboundChain	
• RejectOutboundRecord	

Default Commands	Parameters
• MarkProcessedOutboundChain	• CommandParameter: IInteraction<ref name= "IInteraction">_</ref>
• ClosePullPreviewRecord	• CommandParameter: IInteractionPullPreview<ref name= "IInteractionPullPreview">Genesyslab.Desktop.Modules.Outbou
• ~~GetOutboundPreviewRecord~~ **Deprecated** since 8.1.300.17	• ~~CommandParameter: ICampaign~~<ref name= "ICampaign">_</ref>
Chain MarkProcessedOutboundChain	
• MarkProcessedOutboundChain	• CommandParameter: IInteraction<ref name= "IInteraction">_</ref>
Chain PossibleToClosePullPreview	
• PossibleToClosePullPreview	
Chain PossibleToClosePushPreview	
• PossibleToClosePushPreview	
Chain RejectOutboundChain	
• UpdateOutboundRecord	• CommandParameter: IInteraction<ref name= "IInteraction">_</ref>
• RejectOutboundChain	
Chain StartPreviewRecordOutbound	
• StartPreviewRecord	
Chain UpdateOutboundRecord	
• UpdateOutboundRecord	• CommandParameter: IInteraction<ref name= "IInteraction">_</ref>

Managing Outbound Interactions

Default Commands	Parameters
Chain InteractionPushPreviewAccept	
• AcceptPushPreview	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia">Genesyslab.Desktop.Modules.OpenM • Extensions: KeyValueCollection<ref name= "KeyValueCollection">Genesyslab.Enterprise.Commons.Collect
Chain InteractionPushPreviewDecline	
• DeclinePushPreview	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia"/> • Reasons: KeyValueCollection<ref name= "KeyValueCollection">Genesyslab.Enterprise.Commons.Collect • Extensions: KeyValueCollection<ref name= "KeyValueCollection"/>
Chain InteractionPushPreviewWorkflow	
• Workflow	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia"/> • Workflow: String<ref name= "String">System.String</ref> • Reasons: KeyValueCollection<ref name= "KeyValueCollection" /> • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
• RescheduleOutboundRecord Available since: 8.1.200.16	• CommandParameter: IInteraction<ref name= "IInteraction"/>
• CancelOutboundChain	
• RejectOutboundRecord	
• MarkProcessedOutboundChain Available since: 8.1.200.16	• CommandParameter: IInteraction<ref name= "IInteraction">_</ref>

Default Commands	Parameters
• ClosePushPreviewRecord	• CommandParameter: IInteractionPushPreview<ref name= "IInteractionPushPreview">Genesyslab.Desktop.Modules.Outbc
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" />
• 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" />

Default Commands	Parameters
• GetOutboundPreviewRecord	• CommandParameter: ICampaign<ref name= "ICampaign" > Genesyslab.Enterprise.Model.Interaction.ICampaign</ref>

References