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# Workspace Desktop Edition Developer's Guide

Place and Media

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# Place and Media



**Purpose:** To provide information about customizable commands which modify the media of a given place.

**Updated in:** 8.1.300.17

## Learn about Place and Media Commands

The commands presented in this page enable your application to manage the agent activity (login, ready, not ready, log off) on the media of a given place. Commands for the media of type Open Media apply to Chat, E-Mail, and Work Item media.

Read [Use Customizable Commands](#) to see code snippets which demonstrate the usage of the commands.

## Manage Open Media

The following commands let you manage media of type open media, including work items, chat and e-mail (which inherit from open media):

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate *Do Not Disturb* (DND) features;
- Modify the state reason for a given media.

These commands do not apply to DNs (voice media).

Default Commands	Parameters
<p><b>Chain</b> MediaOpenMediaChangeStateReason</p> <ul style="list-style-type: none"> <li>• ChangeStateReason</li> </ul>	<ul style="list-style-type: none"> <li>• EnterpriseAgent: IAgent&lt;ref name="IAgent" &gt; Genesyslab.Enterprise.Agent.IAgent&lt;/ref&gt;</li> <li>• Device: IDevice&lt;ref name="IDevice" &gt; Genesyslab.Enterprise.Model.Device.IDevice&lt;/ref&gt;</li> <li>• Reason: KeyValueCollection&lt;ref name="KeyValueCollection" &gt; Genesyslab.Enterprise.Commons.Collections.KeyValueCollection&lt;/ref&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>

Default Commands	Parameters
<b>Chain</b> MediaOpenMediaDNDOff	
<ul style="list-style-type: none"> <li>• DNDOff</li> </ul>	<ul style="list-style-type: none"> <li>• EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>• Channel: IClientChanel&lt;ref name="IClientChanel" &gt; Genesyslab.Enterprise.Model.Channel.IClientChanel&lt;/ref&gt;</li> <li>• Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" &gt; Genesyslab.Enterprise.Commons.Collections.KeyValueCollectio { reasonName&lt;/ref&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaOpenMediaDNDOn	
<ul style="list-style-type: none"> <li>• DNDOn</li> </ul>	<ul style="list-style-type: none"> <li>• EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>• Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>• Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" /&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaOpenMediaLogOff	
<ul style="list-style-type: none"> <li>• LogOff</li> </ul>	<ul style="list-style-type: none"> <li>• Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>• DevicePlace: IDevice&lt;ref name="IDevice" /&gt;</li> <li>• Device: IDevice&lt;ref name="IDevice" /&gt;</li> <li>• Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" /&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaOpenMediaLogOffPlace	
<ul style="list-style-type: none"> <li>• LogOffPlace</li> </ul>	<ul style="list-style-type: none"> <li>• Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>• EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>• Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" /&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>

Default Commands	Parameters
<b>Chain</b> MediaOpenMediaLogOn	
<ul style="list-style-type: none"> <li>UpdateInteractionSignature</li> </ul>	
<ul style="list-style-type: none"> <li>LogOn</li> </ul>	<ul style="list-style-type: none"> <li>Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>DevicePlace: IDevice&lt;ref name="IDevice" /&gt;</li> <li>Device: IDevice&lt;ref name="IDevice" /&gt;</li> <li>Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaOpenMediaLogOnPlace	
<ul style="list-style-type: none"> <li>UpdateInteractionSignature</li> </ul>	
<ul style="list-style-type: none"> <li>LogOnPlace</li> </ul>	<ul style="list-style-type: none"> <li>EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>WorkbinInitialize</li> </ul> <p><b>Deprecated since:</b> 8.1.300.17</p>	<ul style="list-style-type: none"> <li>ReturnCommandValue: String&lt;ref name="String" &gt; System.String&lt;/ref&gt;</li> </ul>
<b>Chain</b> MediaOpenMediaNotReady	
<ul style="list-style-type: none"> <li>UpdateInteractionSignature</li> </ul>	
<ul style="list-style-type: none"> <li>NotReady</li> </ul>	<ul style="list-style-type: none"> <li>Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>DevicePlace: IDevice&lt;ref name="IDevice" /&gt;</li> <li>Device: IDevice&lt;ref name="IDevice" /&gt;</li> <li>Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>

Default Commands	Parameters
<b>Chain</b> MediaOpenMediaReady	
<ul style="list-style-type: none"> <li>UpdateInteractionSignature</li> </ul>	
<ul style="list-style-type: none"> <li>Ready</li> </ul>	<ul style="list-style-type: none"> <li>Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>DevicePlace: IDevice&lt;ref name="IDevice" /&gt;</li> <li>Device: IDevice&lt;ref name="IDevice" /&gt;</li> <li>Reason: KeyValueCollection { reasonName&lt;ref name="KeyValueCollection { reasonName" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>

## Manage SMS Media

You can also create new outbound sms through the following commands:

Default Commands	Parameters
<b>Chain</b> MediaSmsCreateNewOutboundPageMode Available since: 8.1.100.14	
<ul style="list-style-type: none"> <li>IsPossibleToCreate</li> </ul> Available since: 8.1.100.14	<ul style="list-style-type: none"> <li>SourcePhoneNumber: String&lt;ref name="String" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>ThreadingOpenMedia</li> </ul> Available since: 8.1.100.14	<ul style="list-style-type: none"> <li>ParentInteractionId: String&lt;ref name="String" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>Create</li> </ul> Available since: 8.1.100.14	<ul style="list-style-type: none"> <li>CommandParameter: IMediaOpenMedia&lt;ref name="IMediaOpenMedia"&gt;Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia</li> <li>Subtype: String&lt;ref name="String" /&gt;</li> <li>ParentInteractionId: String (ESDK Id)&lt;ref name="String" /&gt;</li> <li>SourcePhoneNumber: String&lt;ref name="String" /&gt;</li> <li>DestinationPhoneNumber: String&lt;ref name="String" /&gt;</li> <li>InputQueues: ICollection&lt;string&gt;&lt;ref name="ICollection"</li> </ul>

Default Commands	Parameters
	<p>&gt;System.Collections.Generic.ICollection&lt;/ref&gt;</p> <ul style="list-style-type: none"> <li>• OutputQueues: ICollection&lt;string&gt;&lt;ref name="ICollection" /&gt;</li> <li>• UserData: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>• CorrelatorData: String&lt;ref name="String" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>• AddRecentCall</li> </ul> <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> <li>• RecentIndex: ObjectTC&lt;ref name="ObjectTC"&gt;ObjectTC&lt;/ref&gt;</li> </ul>

## Manage E-Mail Media

In addition to [the Open Media commands](#), you can also create new outbound e-mails through the following commands:

Default Commands	Parameters
<b>Chain</b> MediaEmailCreateNewOutboundEmail	
<ul style="list-style-type: none"> <li>• IsPossibleToCreate</li> </ul>	<ul style="list-style-type: none"> <li>• CommandParameter: InteractionInboundEmail&lt;ref name="InteractionInboundEmail"&gt;InteractionInboundEmail&lt;/ref&gt;</li> </ul>
<ul style="list-style-type: none"> <li>• AddSignatureParameters</li> </ul> <p>Available since: 8.1.200.16</p>	<ul style="list-style-type: none"> <li>• CommandParameter: IMediaOpenMedia&lt;ref name="IMediaOpenMedia" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>• AddResponseSignatureParameters</li> </ul> <p>Available since: 8.1.200.16</p>	<ul style="list-style-type: none"> <li>• SignatureOptionValue: String&lt;ref name="String" /&gt;</li> <li>• ESDKInboundEmail: Interaction&lt;ref name="Interaction"&gt;Interaction&lt;/ref&gt;</li> </ul>
<ul style="list-style-type: none"> <li>• ThreadingOpenMedia</li> </ul>	<ul style="list-style-type: none"> <li>• ParentInteractionId: String&lt;ref name="String" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>• Create</li> </ul>	<ul style="list-style-type: none"> <li>• CommandParameter: IMediaOpenMedia&lt;ref name="IMediaOpenMedia" /&gt;</li> <li>• ParentInteractionId: String&lt;ref name="String" /&gt;</li> </ul>

Default Commands	Parameters
	<p data-bbox="862 317 894 342">/&gt;</p> <ul data-bbox="834 363 1360 388" style="list-style-type: none"> <li data-bbox="834 363 1360 388">• InitialEmail: String&lt;ref name="String" /&gt;</li> </ul> <p data-bbox="824 415 1170 441"><b>Available since:</b> 8.1.300.17</p> <ul data-bbox="834 468 1385 726" style="list-style-type: none"> <li data-bbox="834 468 1385 527">• UserData: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li data-bbox="834 541 1385 600">• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li data-bbox="834 615 1385 726">• SignatureParameters: Dictionary&lt;string, object&gt;&lt;ref name="Dictionary"&gt;Dictionary&lt;/ref&gt; Available since: 8.1.200.16</li> </ul>
<ul data-bbox="185 804 386 829" style="list-style-type: none"> <li data-bbox="185 804 386 829">• AddRecentCall</li> </ul>	<ul data-bbox="834 793 1414 852" style="list-style-type: none"> <li data-bbox="834 793 1414 852">• RecentIndex: ObjectTC&lt;ref name="ObjectTC" /&gt;</li> </ul>

## Manage Voice Media

The following commands apply to the voice media only. The voice media is composed of Directory Numbers (DNs) available on the underlying switches. Through the below commands, you can:

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate the *Do Not Disturb* (DND) features;
- Start a new call;
- Manage a new Instant Messaging session.

Default Commands	Parameters
<b>Chain</b> MediaVoiceDNDOff	
<ul data-bbox="185 1577 305 1602" style="list-style-type: none"> <li data-bbox="185 1577 305 1602">• DNDOff</li> </ul>	<ul data-bbox="834 1467 1433 1717" style="list-style-type: none"> <li data-bbox="834 1467 1433 1493">• EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li data-bbox="834 1514 1433 1572">• Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li data-bbox="834 1587 1433 1646">• Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li data-bbox="834 1661 1433 1719">• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaVoiceDNDOn	



Default Commands	Parameters
<ul style="list-style-type: none"> <li>DNDOn</li> </ul>	<ul style="list-style-type: none"> <li>EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaVoiceLogOff	
<ul style="list-style-type: none"> <li>NegotiatedLogout</li> </ul> <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> <li>Media: IMedia&lt;ref name="IMedia" &gt; Genesyslab.Desktop.Modules.Core.Model.Agents.IMedia&lt;/ref&gt;</li> </ul>
<ul style="list-style-type: none"> <li>TLibUpdateSignature</li> </ul>	
<ul style="list-style-type: none"> <li>LogOff</li> </ul>	<ul style="list-style-type: none"> <li>EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>Queue: String&lt;ref name="String" /&gt;</li> <li>Password: String&lt;ref name="String" /&gt;</li> <li>Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaVoiceLogOn	
<ul style="list-style-type: none"> <li>UpdateTlibSignature</li> </ul>	
<ul style="list-style-type: none"> <li>LogOn</li> </ul>	<ul style="list-style-type: none"> <li>EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>Queue: String&lt;ref name="String" /&gt;</li> <li>WorkMode: Identity&lt;ref name="Identity" &gt; Genesyslab.Enterprise.Model.Identity.workmode&lt;/ref&gt;</li> <li>Password: String&lt;ref name="String" /&gt;</li> <li>Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="</li> </ul>

Default Commands	Parameters
	<pre>"KeyValueCollection" /&gt;</pre>
<b>Chain</b> MediaVoiceMakeCall	
<ul style="list-style-type: none"> <li>CleanUpInteractionCode</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: IMediaVoice&lt;ref name="IMediaVoice" &gt; Genesyslab.Desktop.Modules.Core.Model.Agents.IMediaVoice&lt;/ref&gt;</li> <li>UserData: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>ThreadingVoice</li> </ul>	<ul style="list-style-type: none"> <li>UserData: String&lt;ref name="String" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>MakeCall</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: IMediaVoice&lt;ref name="IMediaVoice" /&gt;</li> <li>Destination: String&lt;ref name="String" /&gt;</li> <li>Location: String&lt;ref name="String" /&gt;</li> <li>MakeCallType: MakeCallType&lt;ref name="MakeCallType" &gt; Genesyslab.Enterprise.Interaction.MakeCallType&lt;/ref&gt;</li> <li>UserData: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>	<ul style="list-style-type: none"> <li>RecentIndex: ObjectTC&lt;ref name="ObjectTC" /&gt;</li> </ul>
<b>Chain</b> MediaVoiceMakeIM	
<ul style="list-style-type: none"> <li>MakeIM</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: IMediaVoice&lt;ref name="IMediaVoice" /&gt;</li> <li>Destination: String&lt;ref name="String" /&gt;</li> <li>Location: String&lt;ref name="String" /&gt;</li> <li>MakeCallType: MakeCallType&lt;ref name="MakeCallType" /&gt;</li> <li>UserData: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>Reasons: KeyValueCollection&lt;ref name="</li> </ul>

Default Commands	Parameters
	<pre> "KeyValueCollection" /&gt; • Extensions: KeyValueCollection&lt;ref name= "KeyValueCollection" /&gt; </pre>
<ul style="list-style-type: none"> <li>• AddRecentCall</li> </ul>	<ul style="list-style-type: none"> <li>• RecentIndex: ObjectTC&lt;ref name="ObjectTC" /&gt;</li> </ul>
<b>Chain</b> MediaVoiceNotReady	
<ul style="list-style-type: none"> <li>• UpdateTLibSignature</li> </ul>	
<ul style="list-style-type: none"> <li>• NotReady</li> </ul>	<ul style="list-style-type: none"> <li>• EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>• Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>• Queue: String&lt;ref name="String" /&gt;</li> <li>• WorkMode: Identity&lt;ref name="Identity" /&gt;</li> <li>• Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaVoiceReady	
<ul style="list-style-type: none"> <li>• UpdateTLibSignature</li> </ul>	
<ul style="list-style-type: none"> <li>• Ready</li> </ul>	<ul style="list-style-type: none"> <li>• EnterpriseAgent: IAgent&lt;ref name="IAgent" /&gt;</li> <li>• Channel: IClientChanel&lt;ref name="IClientChanel" /&gt;</li> <li>• Queue: String&lt;ref name="String" /&gt;</li> <li>• WorkMode: Identity&lt;ref name="Identity" /&gt;</li> <li>• Reasons: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> <li>• Extensions: KeyValueCollection&lt;ref name="KeyValueCollection" /&gt;</li> </ul>
<b>Chain</b> MediaVoiceStartIMSession	
<ul style="list-style-type: none"> <li>• Start</li> </ul>	

## References

<references />