GENESYS™

Workspace Desktop Edition Developer's Guide

Supervision

5/5/2025

Contents

Supervision

	Purpose: To provide information about customizable commands for the supervision features. **Created in:** 8.1.300.17

Learn about Supervision

The following commands apply to supervisor buttons available in toolbars and toaster components that your application can customize. For further information, see Views and Regions, which lists the type of available components.

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

Manage Monitoring

The following commands are use to manage supervision.

Chains of Commands to Manage Monitoring

Default Commands	Parameters
Chain TeamLeadEndMonitoring	
• EndMonitoring	
Chain TeamLeadEndMonitoringChat	
• EndMonitoringChat	
Chain TeamLeadEndMonitoringVoice	
• EndMonitoringVoice	
Chain TeamLeadIntrudeCurrentChat **Available since:** 8.1.300.17	
• IntrudeCurrentChat	
• AddRecentCall	• RecentIndex: ObjectTC<ref name="ObjectTC"

Default Commands	Parameters
	/>
Chain TeamLeadIntrudeCurrentVoice **Available since:** 8.1.300.17	
• IntrudeCurrentVoice	
• AddRecentCall	• RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain TeamLeadIsItPossibleToMonitor **Available since:** 8.1.300.17	
• IsItPossibleToMonitor	• CommandParameter: String<ref name="String" >System.String</ref> (employeeID) • IsItPossibleToMonitor: Boolean<ref name="Boolean">System.Boolean</ref>, output parameter
Chain TeamLeadMonitorAll	
• MonitorAllVoiceCalls	
• MonitorAllChatInteractions	
• AddRecentCall	• RecentIndex: ObjectTC<ref name="ObjectTC" >Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</
• AddToTrackingList	
Chain TeamLeadSetSupervisorBargeInChat	
• SetSupervisorBargeInChat	
Chain TeamLeadSetSupervisorBargeInVoice	
• SetSupervisorBargeInVoice	
Chain TeamLeadSetSupervisorCoachChat	
• SetSupervisorCoachChat	
Chain TeamLeadSetSupervisorCoachVoice	

Default Commands	Parameters
• SetSupervisorCoachVoice	
Chain TeamLeadSetSupervisorMuteVoice	
• SetSupervisorMuteVoice	
Chain TeamLeadStopMonitor	
• StopMonitorVoiceCalls	
• StopMonitorChatInteractions	
• RemoveFromTrackingList	
• AddRecentCall	• RecentIndex: ObjectTC<ref name="ObjectTC" />

References