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# Workspace Desktop Edition Developer's Guide

UCS

4/2/2025

# UCS

	<p><b>Purpose:</b> To present for each UCS and contact command, the list of default subcommands available and the associated parameters.  <b>Available since:</b> 8.1.100.14  <b>Updated in:</b> 8.1.3, 8.1.4</p>
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## Learn about the UCS Commands

The UCS commands presented in this page can apply to any type of interaction.

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

## Managing Interactions in UCS

The commands presented in this section are specific to UCS management.

### Chains of Commands to UCS Operations for Interactions

Default Commands	Parameters
<b>Chain</b> AskSaveModifiedContact Added in 8.1.4	
<ul style="list-style-type: none"> <li>IsContactModified</li> </ul>	<ul style="list-style-type: none"> <li>Caseld: String&lt;ref name="String" &gt; System.String&lt;/ref&gt;</li> </ul>
<b>Chain</b> ContactAssignInteractionToContact Available since: 8.1.301.10	
<ul style="list-style-type: none"> <li>Assign</li> </ul>	<ul style="list-style-type: none"> <li>DestinationContactId: String&lt;ref name="String" /&gt;</li> <li>ContactIdBeforeMerge: String&lt;ref name="String" /&gt;</li> <li>UCSInteractionId: String&lt;ref name="String" /&gt;</li> <li>AlertSectionName: String&lt;ref name="String" /&gt;</li> <li>AssignInteractionToContactError: String&lt;ref name="String" /&gt;, output parameter</li> </ul>
<b>Chain</b> ContactAssignInteractionToContactForCustom Available since: 8.1.301.10	

Default Commands	Parameters
<ul style="list-style-type: none"> <li>AssignInteractionToContact</li> </ul>	<ul style="list-style-type: none"> <li>DestinationContactId: String&lt;ref name="String" /&gt;</li> <li>ContactIdBeforeMerge: String&lt;ref name="String" /&gt;</li> <li>UCSInteractionId: String&lt;ref name="String" /&gt;</li> <li>AlertSectionName: String&lt;ref name="String" /&gt;</li> <li>AssignInteractionToContactError: String&lt;ref name="String" /&gt;, output parameter</li> </ul>
<ul style="list-style-type: none"> <li>GetContact</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String&lt;ref name="String" /&gt; (ContactId)</li> <li>ContactAttributes: IList&lt;ref name="IList"&gt;System.Collections.Generic.IList&lt;/ref&gt;, if key is missing get ContactAttributes defined in option 'contact.displayed-attributes'</li> <li>IWContact: IIWContact&lt;ref name="IIWContact"&gt;Genesyslab.Desktop.Modules.Contacts.IWContact&lt;/ref&gt;, output parameter</li> </ul>
<ul style="list-style-type: none"> <li>RefreshInformation</li> </ul>	<ul style="list-style-type: none"> <li>IWContact: IIWContact&lt;ref name="IIWContact"&gt;Genesyslab.Desktop.Modules.Contacts.IWContact&lt;/ref&gt;, output parameter</li> <li>Caseld: String&lt;ref name="String" /&gt;</li> <li>InteractionId : String&lt;ref name="String" /&gt;</li> </ul>
<b>Chain</b> ContactAttributeInfoOrder	
<ul style="list-style-type: none"> <li>GetContactAttributeInfoOrder</li> </ul>	<ul style="list-style-type: none"> <li>AttributesListOrdered:IContactAttributeField[], output parameter</li> </ul>
<b>Chain</b> ContactCreateUCSInteraction	
<ul style="list-style-type: none"> <li>Create</li> </ul>	<ul style="list-style-type: none"> <li>ContactId: String&lt;ref name="String" /&gt;</li> <li>InteractionToCreate: IInteraction&lt;ref name="IInteraction" /&gt;</li> <li>InteractionUCSId: String&lt;ref name="String" /&gt;, output parameter</li> </ul>
<b>Chain</b> CreateInteractionUCSFromESDKInteraction	
<ul style="list-style-type: none"> <li>CreateUCS</li> </ul>	<ul style="list-style-type: none"> <li>EsdkInteraction: IInteraction&lt;ref name="IInteraction" /&gt;</li> </ul>

Default Commands	Parameters
	<p>Genesyslab.Enterprise.Model.Interaction.IInteraction &lt;/ref&gt;</p> <ul style="list-style-type: none"> <li>ParentInteractionId: String&lt;ref name="String"&gt;System.String &lt;/ref&gt;</li> <li>StartDate: DateTime&lt;ref name="DateTime"&gt;System.DateTime&lt;/ref&gt; <b>Parameter available since:</b> 8.1.300.17</li> </ul>
<b>Chain</b> DeleteInteractionUCS	
<ul style="list-style-type: none"> <li>DeleteUCS</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String&lt;ref name="String" /&gt;</li> </ul>
<b>Chain</b> GetContactUCS <b>Available since:</b> 8.1.300.17	
<ul style="list-style-type: none"> <li>GetContact</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String&lt;ref name="String" /&gt; (ContactId)</li> <li>ContactAttributes: IList&lt;ref name="IList" /&gt;, if key is missing get ContactAttributes defined in option 'contact.displayed-attributes'</li> <li>IWContact: IIWContact&lt;ref name="IIWContact"&gt;Genesyslab.Desktop.Modules.Contacts.IWContact&lt;/ref&gt; output parameter</li> </ul>
<b>Chain</b> InteractionUCSInQueue	
<ul style="list-style-type: none"> <li>GetInteraction</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String (contactId)&lt;ref name="String" /&gt;</li> <li>ListAttributes: StringList&lt;ref name="StringList"&gt;Genesyslab.Platform.Contacts.Protocols.ContactServer.StringList&lt;/ref&gt;</li> <li>ExcludedInteractions: IList&lt;ref name="IList" /&gt; &lt;String&lt;ref name="String"/&gt;&gt; (list of String interaction id)</li> <li>CurrentInteraction : IInteraction&lt;ref name="IInteraction" /&gt; <b>Available since:</b> 8.1.300.17</li> <li>InteractionsUCS: GenericList&lt;IDictionary&lt;string,object&gt;&gt;, output parameter&lt;ref name="GenericList"&gt;System.Collections.GenericList&lt;/ref&gt;</li> </ul>
<b>Chain</b> SetLastCalledAgentUCS <b>Available since:</b> 8.1.300.17	

Default Commands	Parameters
<ul style="list-style-type: none"> <li>SetLCA</li> </ul>	
<b>Chain</b> ContactIsModified Deprecated in 8.1.4	
<ul style="list-style-type: none"> <li>IsModified</li> </ul>	<ul style="list-style-type: none"> <li>Caseld: String&lt;ref name="String" &gt;System.String&lt;/ref&gt;</li> </ul>
<b>Chain</b> ContactNotification	
<ul style="list-style-type: none"> <li>GetInteraction</li> </ul> <b>Available since:</b> 8.1.300.17	<ul style="list-style-type: none"> <li>CommandParameter: String (contactId)&lt;ref name="String (contactId)" &gt;System.String (contactId)&lt;/ref&gt;</li> <li>TimeFrame: System (time frame in day)&lt;ref name="System (time frame in day)" &gt;System (time frame in day)&lt;/ref&gt;</li> <li>ListAttributes: StringList&lt;ref name="StringList" &gt;Genesyslab.Platform.Contacts.Protocols.ContactServer.StringList&lt;/ref&gt;</li> <li>ExcludedInteractions: IList&lt;String&gt;(interaction id)&lt;ref name="IList" /&gt;</li> <li>CurrentInteraction : IInteraction&lt;ref name="IInteraction" /&gt;</li> <li>InteractionsUCS: GenericList&lt;IDictionary&lt;string,object&gt;&gt;&lt;ref name="GenericList" &gt;System.Collections.GenericList&lt;IDictionary&lt;string,object&gt;&gt;, output parameter&lt;/ref&gt;</li> </ul>
<b>Chain</b> ContactOpenSearchWindow	
<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>Parent: UserControl&lt;ref name="UserControl" &gt;System.Windows.Controls.UserControl&lt;/ref&gt;</li> </ul>
<b>Chain</b> ContactOpenToDialog Available since: 8.1.200.16	
<ul style="list-style-type: none"> <li>Open</li> </ul>	<ul style="list-style-type: none"> <li>ActionTarget: ActionTarget&lt;ref name="ActionTarget" &gt;Genesyslab.Desktop.Modules.Windows.Interactions.ActionTarget&lt;/ref&gt;</li> </ul>

<references />