



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Developer's Guide

Voice

4/2/2025

Voice



Purpose: To provide information about customizable commands.
Updated in: 8.1.3, 8.1.4

Learn about Voice Commands

The commands presented in this page enable your application to manage voice interactions. In addition, to create a new voice interaction, see [Manage Voice Media](#).

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

Managing Voice Interactions

The commands presented in this section are specific to voice interactions and cover the following features (this list is not exhaustive):

- Answer a call;
- Transfer;
- Conference;
- Mute;
- Send DTMF;
- Listen reconnections and disconnections;
- Retrieve and hold calls.

To create a new voice interaction, see the [Manage Voice Media](#).

Chains of Commands to Manage Voice Interactions

Default Commands	Parameters
Chain InteractionVoiceAlternateCall	
<ul style="list-style-type: none"> • AlternateCall 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice<ref name="IInteractionVoice" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti • Reasons: KeyValueCollection<ref name="KeyValueCollection" >

Default Commands	Parameters
	<p>Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</p> <ul style="list-style-type: none"> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceAnswerCall	
<ul style="list-style-type: none"> AnswerCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceAutoCloseConsult	
<ul style="list-style-type: none"> AutoCloseConsult 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
Chain InteractionVoiceBeforeClose	
<ul style="list-style-type: none"> DoNotCallOutboundChain <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> SetCallResultOutboundRecord <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> RescheduleOutboundRecord <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> UpdateOutboundRecord <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> MarkProcessedOutboundChain <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> IsContactModified <p>Added in 8.1.4</p>	<ul style="list-style-type: none"> Caseld: String<ref name="String" />
<ul style="list-style-type: none"> Close <p>Available since: 8.1.100.14</p>	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
Chain InteractionVoiceClose	

Default Commands	Parameters
<ul style="list-style-type: none"> DoNotCallOutboundChain Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" />
<ul style="list-style-type: none"> SetCallResultOutboundRecord Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" />
<ul style="list-style-type: none"> RescheduleOutboundRecord Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" />
<ul style="list-style-type: none"> UpdateOutboundRecord Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" />
<ul style="list-style-type: none"> MarkProcessedOutboundChain Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" />
<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"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="InteractionVoice" />
Chain InteractionVoiceCompleteConference	
<ul style="list-style-type: none"> CompleteConference 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="InteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceCompleteTransfer	
<ul style="list-style-type: none"> ParkCallback Available since: 8.1.300.17	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" />
<ul style="list-style-type: none"> CompleteTransfer 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="InteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	"KeyValueCollection" />
Chain InteractionVoiceDeleteFromConference	
<ul style="list-style-type: none"> DeleteFromConference 	<ul style="list-style-type: none"> CommandParameter: Party<ref name="Party" > Genesyslab.Desktop.Modules.Core.Model.Interactions.Party</ref> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceHoldCall	
<ul style="list-style-type: none"> HoldCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceIfPossibleCloseInteraction	
<ul style="list-style-type: none"> DoNotCallOutboundChain Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> SetCallResultOutboundRecord Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> RescheduleOutboundRecord Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> UpdateOutboundRecord Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> MarkProcessedOutboundChain Available since: 8.1.100.14	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />
<ul style="list-style-type: none"> GetAttachedDataInformationUCS Available since: 8.1.300.17	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle</ref>

Default Commands	Parameters
<ul style="list-style-type: none"> UpdateNotePad 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> IsPossibleToMarkDone 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
<ul style="list-style-type: none"> CompleteDispositionCode 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
<ul style="list-style-type: none"> StopInteractionVoiceUCS 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
Chain InteractionVoiceInitConference	
<ul style="list-style-type: none"> ConferenceNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" /> UserData: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" > Genesyslab.Desktop.Modules.Windows.Interactions.INotepadVi
<ul style="list-style-type: none"> InitConference 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Destination: <ref name="String" > System.String</ref> Location: String<ref name="String" /> UserData: KeyValueCollection<ref name="KeyValueCollection" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC" />
Chain InteractionVoiceInitTransfer	
<ul style="list-style-type: none"> TransferNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" /> UserData: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
<ul style="list-style-type: none"> InitTransfer 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Destination: String<ref name="String" /> Location: String<ref name="String" /> UserData: KeyValueCollection<ref name="KeyValueCollection" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" /> CorrelatorData: String<ref name="String" /> Available since: 8.1.300.17
<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 InteractionVoiceIsPossibleToClose	
<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"> IsPossibleToMarkDone 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
<ul style="list-style-type: none"> CompleteDispositionCode 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />

Default Commands	Parameters
	"Interaction" />
Chain InteractionVoiceListenDisconnect	
<ul style="list-style-type: none"> ListenDisconnect 	<ul style="list-style-type: none"> CommandParameter: Party<ref name="Party" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceListenReconnect	
<ul style="list-style-type: none"> ListenReconnect 	<ul style="list-style-type: none"> CommandParameter: Party<ref name="Party" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceMuteOff Deprecated since 8.1.2	
<ul style="list-style-type: none"> MuteOff 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceMuteOnDeprecated since 8.1.2	
<ul style="list-style-type: none"> MuteOn 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoicePauseRecordCall Available since: 8.1.200.16	
<ul style="list-style-type: none"> PauseRecordCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
Chain InteractionVoicePauseRecordScreenCall	

Default Commands	Parameters
Deprecated in 8.1.4	
<ul style="list-style-type: none"> PauseRecordScreenCall Deprecated in 8.1.4 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Deprecated in 8.1.4
Chain InteractionVoiceReconnectCall	
<ul style="list-style-type: none"> PromptEnd Available since: 8.1.200.16 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" /> ConfirmParentWindow: Window<ref name="Window">Window</ref>
<ul style="list-style-type: none"> ReconnectCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceRecordCall	
<ul style="list-style-type: none"> RecordCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
Chain InteractionVoiceRedirectCall	
<ul style="list-style-type: none"> RedirectCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> OtherDn: String<ref name="String" /> OtherDnLocation: String<ref name="String" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceReleaseCall	
<ul style="list-style-type: none"> SetSupervisorSilentCommand <p>Available since: 8.1.300.17</p>	
<ul style="list-style-type: none"> PromptEnd Available since: 8.1.200.16 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="IInteraction" />

Default Commands	Parameters
	<ul style="list-style-type: none"> ConfirmParentWindow: Window<ref name="Window" />
<ul style="list-style-type: none"> ReleaseCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceReportBadQualityOfMedia Added in 8.1.4	
<ul style="list-style-type: none"> ReportBadQualityOfMedia 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
Chain InteractionVoiceResume	
<ul style="list-style-type: none"> Resume 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" /> Extensions: KeyValueCollection<ref name="KeyValueCollection" />
Chain InteractionVoiceResumeRecordCall Available since: 8.1.200.16	
<ul style="list-style-type: none"> ResumeRecordCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" />
Chain InteractionVoiceResumeRecordScreenCall Deprecated in 8.1.4	
<ul style="list-style-type: none"> ResumeRecordScreenCall Deprecated in 8.1.4 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Deprecated in 8.1.4
Chain InteractionVoiceRetrieveCall	
<ul style="list-style-type: none"> RetrieveCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Reasons: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	<ul style="list-style-type: none"> Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
Chain InteractionVoiceSendDTMF	
<ul style="list-style-type: none"> SendDTMF 	<ul style="list-style-type: none"> CommandParameter: <code>IInteractionVoice<ref name="IInteractionVoice" /></code> DtmfDigits: <code>String<ref name="String" /></code> Reasons: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
Chain InteractionVoiceSingleStepConference	
<ul style="list-style-type: none"> ConferenceSingleStepNotepad 	<ul style="list-style-type: none"> CommandParameter: <code>IInteraction<ref name="IInteraction" /></code> UserData: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: <code>IInteraction<ref name="IInteraction" /></code> NotepadViewModel: <code>INotepadViewModel<ref name="INotepadViewModel" /></code>
<ul style="list-style-type: none"> SingleStepConference 	<ul style="list-style-type: none"> CommandParameter: <code>IInteractionVoice<ref name="IInteractionVoice" /></code> Destination: <code>String<ref name="String" /></code> Location: <code>String<ref name="String" /></code> UserData: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> Reasons: <code>KeyValueCollection<ref name="KeyValueCollection" /></code> Extensions: <code>KeyValueCollection<ref name="KeyValueCollection" /></code>
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: <code>ObjectTC<ref name="ObjectTC" /></code>
Chain InteractionVoiceSingleStepTransfer	

Default Commands	Parameters
<ul style="list-style-type: none"> ParkCallback <p>Available since: 8.1.300.17</p>	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" />
<ul style="list-style-type: none"> TransferSingleStepNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" /> UserData: KeyValueCollection<ref name="KeyValueCollection" />
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction<ref name="Interaction" /> NotepadViewModel: INotepadViewModel<ref name="INotepadViewModel" />
<ul style="list-style-type: none"> SingleStepTransfer 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="InteractionVoice" /> Destination: String<ref name="String" /> Location: String<ref name="String" /> UserData: KeyValueCollection<ref name="KeyValueCollection" /> 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" />
<p>Chain InteractionVoiceStartRecordScreenCall Deprecated in 8.1.4</p>	
<ul style="list-style-type: none"> StartRecordCaScreenCall Deprecated in 8.1.4 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="InteractionVoice" /> Deprecated in 8.1.4
<p>Chain InteractionVoiceStopRecordCall</p>	
<ul style="list-style-type: none"> StopRecordCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice<ref name="InteractionVoice" />
<p>Chain InteractionVoiceStopRecordScreenCall Deprecated in 8.1.4</p>	

Default Commands	Parameters
<ul style="list-style-type: none"> • StopRecordScreenCall Deprecated in 8.1.4 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice<ref name="IInteractionVoice" /> Deprecated in 8.1.4
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
<ul style="list-style-type: none"> • SetAttachedData 	<ul style="list-style-type: none"> • CommandParameter: IInteraction<ref name="IInteraction" /> • AttachedData: KeyValueCollection<ref name="KeyValueCollection" />
Chain BundleClose	
<ul style="list-style-type: none"> • GetAttachedDataInformationUCS 	<ul style="list-style-type: none"> • CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
<ul style="list-style-type: none"> • UpdateNotePadForVoice Available since: 8.1.300.17 	<ul style="list-style-type: none"> • CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> • ResetInteractionChatConsultation 	<ul style="list-style-type: none"> • CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> • IsContactModified Available since: 8.1.4 	<ul style="list-style-type: none"> • CaseId: String<ref name="String" />
<ul style="list-style-type: none"> • IsPossibleToClose 	<ul style="list-style-type: none"> • CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> • CompleteDispositionCodeOnBundle 	<ul style="list-style-type: none"> • CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> • Close 	<ul style="list-style-type: none"> • CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
<ul style="list-style-type: none"> • StopInteractionVoiceUCS 	<ul style="list-style-type: none"> • CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />

Default Commands	Parameters
<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 />