GENESYS™

Workspace Desktop Edition Developer's Guide

Windows

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Contents

Windows

	Purpose: To provide information about customizable commands for the windows. **Updated in:** 8.1.300.17

Learn about the Windows

The following commands apply to GUI 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.

Close Windows

The following commands are used to close windows.

Chains of Commands to Close Windows

Default Commands	Parameters
Chain WindowClose	
• IsPossibleToClose	• CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" > Genesyslab.Desktop.Modules.Windows.Interactions.IInteraction
• Close	• CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" />
Chain WindowInteractionClose	
• IsPossibleToClose	• CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" />
• Close	• CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" />

Open and Restore Interaction Windows

The following commands are used to screen-pop interaction windows.

Chains of Commands to Open and Restore Interaction Windows

Default Commands	Parameters
Chain RestoreInteractionsWindow **Available since:** 8.1.300.17	
• RestoreInteractionsWindow	• CommandParameter: IInteractionsWindow<ref name= "IInteractionsWindow">Genesyslab.Desktop.Modules.Windows. • Interaction: IInteraction<ref name= "IInteraction">Genesyslab.Desktop.Modules.Core.Model.Interac • Case: ICase<ref name= "ICase">Genesyslab.Desktop.Modules.Core.Model.Interactions.
Chain ShowInteractionsWindow **Available since:** 8.1.300.17	
• ShowInteractionsWindow	• CommandParameter: IInteractionsWindow<ref name="IInteractionsWindow" /> • Interaction: IInteraction<ref name= "IInteraction" /> • Case: ICase<ref name="ICase" />

Manage Toaster

The following commands are available for the Toaster Window.

Chain of Commands to Manage Toaster

Default Commands	Parameters
Chain ShowToasterWindow **Available since:** 8.1.300.17	
• ShowToasterWindow	• CommandParameter: IToasterWindow<ref name= "IToasterWindow">Genesyslab.Desktop.Modules.Windows.View • Interaction: IInteraction<ref name= "IInteraction" />
Chain ToasterAcceptPreview	

Default Commands	Parameters
• Accept	• CommandParameter: IInteraction<ref name= "IInteraction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
Chain ToasterDeclinePreview	
• Decline	• CommandParameter: IInteraction<ref name= "IInteraction" />
Chain ToasterInteractionAccept	
• Accept	• CommandParameter: IInteraction<ref name= "IInteraction" />
Chain ToasterInteractionDecline	
• Decline	• CommandParameter: IInteraction<ref name= "IInteraction" /> • OtherDn: String<ref name="String" > System.String</ref> • OtherDnLocation: String<ref name="String" />
Chain ToasterInteractionEmailAccept	
• Accept	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIr • Extensions: KeyValueCollection<ref name= "KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollectio
Chain ToasterInteractionEmailDecline	
• Decline	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" /> • Reasons: KeyValueCollection<ref name= "KeyValueCollection" /> • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
• Close Available since: 8.1.200.16	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />

Default Commands	Parameters
Chain ToasterInteractionIMAccept	
• Accept	• CommandParameter: IInteractionIM<ref name= "IInteractionIM" > Genesyslab.Desktop.Modules.Voice.Model.Interactions.IInteract
Chain ToasterInteractionIMReject	
• Reject	• CommandParameter: IInteractionIM<ref name= "IInteractionIM" /> • RejectReason: String<ref name="String" /> • Reasons: KeyValueCollection<ref name= "KeyValueCollection" /> • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
• Reject	• CommandParameter: IInteraction<ref name= "IInteraction" />
Chain ToasterInteractionOpenMediaAccept	
• Accept	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" /> • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
Chain ToasterInteractionOpenMediaDecline	
• Decline	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" /> • Reasons: KeyValueCollection<ref name= "KeyValueCollection" /> • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
• Close Available since: 8.1.200.16	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />
Chain ToasterInteractionPreviewAccept	
• Accept	• CommandParameter: IInteraction

Default Commands	Parameters
	"IInteraction" />
Chain ToasterInteractionPreviewDecline	
• Decline	• CommandParameter: IInteraction<ref name= "IInteraction" />
Chain ToasterShowBroadcastMessage	
• ShowToaster	• CommandParameter: IBroadcastMessage<ref name="IBroadcastMessage" />

Broadcast Window

These commands enable you to manage a broadcast message displayed to the agents.

Chain of Commands for the Broadcast Window

Default Commands	Parameters
Chain BroadcastMessageClose	
• Close	• CommandParameter: String<ref name="String" > System.String</ref>
Chain BroadcastMessageShow	
• Show	• CommandParameter: IBroadcastMessage<ref name="IBroadcastMessage" > Genesyslab.Desktop.Modules.Core.Model.Broadcast.IBroadcast • Source: BroadcastMessageWindowSource<ref name="BroadcastMessageWindowSource" > Genesyslab.Desktop.Modules.Windows.Views.Broadcast.Broadc
Chain ShowMessageToasterWindow **Available since:** 8.1.300.17	
• ShowMessageToasterWindow	• CommandParameter: IToasterWindow<ref name="IToasterWindow" /> • BroadcastMessage: IBroadcastMessage<ref name="IBroadcastMessage" />

Additional GUI Commands

Additionally, you can use the following commands:

Additional Chains of Commands

Default Commands	Parameters
Chain ApplicationClose	
• IsPossibleToClose	
• CloseAllInteractions	
• StopAllMonitoringCommand Available since: 8.1.300.17	
• ChannelsLogOff Available since: 8.1.100.14	
• NegociatedLogout Available since: 8.1.100.14	
• Close	
Chain CancelConnectionCommand Available since: 8.1.300.17	
Chain NotepadInsertTimeStamp	
• InsertTimeStamp	• CommandParameter: IInteraction<ref name="IInteraction" /> • TextBoxBase: TextBoxBase<ref name="TextBoxBase" > System.Windows.Controls.TextBoxBase</ref>
Chain PossibleToCloseAllInteractions	
• IsPossibleToClose	
Chain TeamCommunicatorAddToFavorite Available since: 8.1.200.16	
• AddObjectTCToFavorite	
Chain TeamCommunicatorModifyFavorite Available since: 8.1.300.17	

Default Commands	Parameters
• ModifyFavorite	
Chain TeamCommunicatorOpenInteraction	
• Open	• ActionTarget: ActionTarget<ref name= "ActionTarget" > Genesyslab.Desktop.Modules.Windows.Interactions.ActionTarge
Chain ContactIsModified	
• IsModified	CaseId: String<ref name="String" />

References