GENESYS™

Workspace Desktop Edition Developer's Guide

Work Items

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Contents

Work Items

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

Learn about Work Items

Work items are extended interactions that your application can configure through the Configuration Manager. Basically, they implement the open media interactions. The commands presented in this page are restricted to the work items. In addition to the work-items commands, you can use:

- Open Media to place interactions in a given queue, move them to workbins, and so on.

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

Managing Work Items

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

- Accept or decline a given work item;
- Pull and place in workbins;
- Close or stop the interactions.

Chains of Commands to Manage Workitems

Default Commands	Parameters
Chain InteractionWorkItemAccept	
• Accept	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIr • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
Chain InteractionWorkItemDecline	
• Decline	• CommandParameter:

Default Commands	Parameters
	IInteractionOpenMedia<ref name= "IInteractionOpenMedia" /> • Reasons: KeyValueCollection<ref name= "KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollectio • Extensions: KeyValueCollection<ref name= "KeyValueCollection" />
• Close Available since: 8.1.200.16	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />
Chain InteractionWorkitemMarkDoneById	
• ConfirmWorkitem	• ActionToConfirm: String<ref name="String" > System.String</ref> • ConfirmParentWindow: Window<ref name= "Window" > System.Window.Window</ref>
• MarkDoneIdWorkitem	• CommandParameter: String<ref name="String" /> • WorkbinId: String<ref name="String" />
Chain InteractionWorkItemMoveToWorkbin	
• IsContactModified Added in 8.1.4	• CaseId: String<ref name="String" />
• IsWorkitemWorkbinDefined **Deprecated since:** 8.1.300.17	• ~~WorkbinId: String<ref name="String" />~~ • ~~WorkbinOptionName: String<ref name="String" />~~ • ~~CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" > Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IIn~~
• IsWorkbinDestinationDefined	• WorkbinId: String<ref name="String" /> • WorkbinOptionName: String<ref name="String" /> • CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />

Default Commands	Parameters
• SetAttachedDadaInformation	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />
• UpdateInteractionUCS	• CommandParameter: IInteraction<ref name= "IInteraction" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
• MoveToWorkbin	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" /> • WorkbinId: String<ref name="String" /> • WorkbinParameter: String<ref name="String" /> Added in 8.1.4 • WorkbinType: WorkbinType<ref name= "WorkbinType" /> Added in 8.1.4
• UpdateContactInformation Added in 8.1.4	• CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />
Chain InteractionWorkItemPossibleToMoveToWorkbin	
• SetWorkbinDefinition Added in 8.1.4	• WorkbinId: String output parameter<ref name= "String output parameter" > System.String output parameter</ref> • WorkbinOptionName: String, output parameter<ref name="String, output parameter" > System.String, output parameter</ref> • CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />
• IsWorkbinDestinationDefined	• WorkbinId: String<ref name="String" /> • WorkbinOptionName: String<ref name="String" /> • CommandParameter: IInteractionOpenMedia<ref name= "IInteractionOpenMedia" />
Chain InteractionWorkitemPutBackToOriginalSource	

Default Commands	Parameters
• IsContactModified Added in 8.1.4	• CaseId: String<ref name="String" />

• PutBackWorkitem	• CommandParameter:
	  IInteractionOpenMedia<ref name=
	  "IInteractionOpenMedia" />
	
	• Destination: String<ref name="String" />
	
	• Reason: KeyValueCollection<ref name=
	  "KeyValueCollection" />
	
	• Extensions: KeyValueCollection<ref name=
	  "KeyValueCollection" />

• Close	• CommandParameter:
	  IInteractionOpenMedia<ref name=
	  "IInteractionOpenMedia" />

• UpdateContactInformation
  Added in 8.1.4
	• CommandParameter:
	  IInteractionOpenMedia<ref name=
	  "IInteractionOpenMedia" />

Chain InteractionWorkItemSearchAndMoveToWorkbin	
• IsContactModified Added in 8.1.4	• CaseId: String<ref name="String" />
• SearchAndMoveToWorkbin	
Chain InteractionWorkitemWorkflowFromInteractionESDK	

• ESDKWorkflow	• CommandParameter:
	  IIOpenMediaInteraction<ref name=
	  "IIOpenMediaInteraction" >
	  Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteractio
	
	• Workflow: String<ref name="String" />
	
	• Reasons: KeyValueCollection<ref name=
	  "KeyValueCollection" />
	
	• Extensions: KeyValueCollection<ref name=
	  "KeyValueCollection" />
	
	• AttachedDataInformation: IDispositionCode<ref
	  name="IDispositionCode" >
	  Genesyslab.Desktop.Modules.Core.Model.Interactions.IDisposit
	
	• DispositionCode: KeyValueCollection

Default Commands	Parameters
	"KeyValueCollection" />
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
• SetAttachedData	• CommandParameter: IInteraction<ref name= "IInteraction" /> • AttachedData: KeyValueCollection<ref name= "KeyValueCollection" />
Chain BundleClose	
• GetAttachedDataInformationUCS	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" > Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteracti
• UpdateNotePadForVoice Available since: 8.1.300.17	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• ResetInteractionChatConsultation	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• IsContactModified Available since: 8.1.4	• CaseId: String<ref name="String" />
• IsPossibleToClose	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• CompleteDispositionCodeOnBundle	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• Close	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle<ref name="IInteractionsBundle" />
• GetOutboundPreviewRecord	• CommandParameter: ICampaign<ref name= "ICampaign" >

Default Commands	Parameters
	Genesyslab.Enterprise.Model.Interaction.ICampaign</ref>

References