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Workspace Desktop Edition Developer's Guide

Workbins

4/2/2025

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Workbins



Purpose: To provide information about customizable commands.

Learn about Workbin Commands

These commands manage selections in workbins.

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

Managing Workbin Selections

The following commands cover:

- Selections in workbins;
- Push and Pull interactions.

Chains of Commands to Manage Workbin Selections

Default Commands	Parameters
Chain InteractionFilterSelected Added in 8.1.4	
<ul style="list-style-type: none"> • InteractionFilterSelected 	<ul style="list-style-type: none"> • WorkbinName: string<ref name="string">System.string</ref> • WorkbinNameDisplay: string<ref name="string" /> • WorkbinGroupName: string<ref name="string" /> • WorkbinGroupNameDisplay: string<ref name="string" />
Chain InteractionPossibleToMoveToWorkbin Added in 8.1.4	
<ul style="list-style-type: none"> • IsContactModified Added in 8.1.4 	<ul style="list-style-type: none"> • CaselId: String<ref name="String">System.String</ref>

Default Commands	Parameters
<ul style="list-style-type: none"> IsWorkbinDestinationDefined 	<ul style="list-style-type: none"> WorkbinId: String<ref name="String" /> WorkbinOptionName: String<ref name="String" /> CommandParameter: IInteractionOpenMedia<ref name="InteractionOpenMedia">Genesyslab.Desktop.Modules.OpenMedia.Model.Interaction.II
Chain InteractionManagementMarkDone Added in 8.1.4	
<ul style="list-style-type: none"> MediaTypeMarkDone 	<ul style="list-style-type: none"> mediaType: String<ref name="String" />
Chain InteractionManagementMoveToQueueById Added in 8.1.4	
<ul style="list-style-type: none"> Confirm 	<ul style="list-style-type: none"> ActionToConfirm: String<ref name="String" /> ConfirmParentWindow: Window<ref name="Window" > System.Window.Window</ref>
<ul style="list-style-type: none"> PlaceInQueue 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" /> Destination: String<ref name="String" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC">Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC<
Chain InteractionManagementMoveToWorkbinById Added in 8.1.4	
<ul style="list-style-type: none"> Confirm 	<ul style="list-style-type: none"> ActionToConfirm: String<ref name="String" /> ConfirmParentWindow: Window<ref name="Window" />
<ul style="list-style-type: none"> MoveToWorkbin 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" /> DestinationId: String<ref name="String" /> DestinationParameter: String<ref name="String" />
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC<ref name="ObjectTC"

Default Commands	Parameters
	/>
Chain InteractionManagementSetAttachedData Added in 8.1.4	
<ul style="list-style-type: none"> TeamLeadSetAttachedData 	<ul style="list-style-type: none"> CommandParameter: String<ref name="String" />
Chain MultipleInteractionsActionFromWorkbinById Added in 8.1.4	
<ul style="list-style-type: none"> Confirm 	<ul style="list-style-type: none"> ConfirmMessageText: String<ref name="String" /> ConfirmParentWindow: Window<ref name="Window" />
<ul style="list-style-type: none"> MultipleInteractionsCommand 	<ul style="list-style-type: none"> nbInteractions: Int32<ref name="Int32" > System.Int32</ref> interactionId + i: String<ref name="String" /> mediaType + i: String<ref name="String" /> BasicActionName: String<ref name="String" /> SingleActionChainOfCommandName: String<ref name="String" />
Chain SetAttachedDataAndPutBack Added in 8.1.4	
<ul style="list-style-type: none"> EsdkSetAttachedData 	<ul style="list-style-type: none"> CommandParameter: IOpenMediaInteraction<ref name="IOpenMediaInteraction" > Genesyslab.Enterprise.Model.Interaction.IOpenMediaInteraction UserData: KeyValueCollection<ref name="KeyValueCollection" > Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
<ul style="list-style-type: none"> PutBack 	
<ul style="list-style-type: none"> UpdateCaseDataInteractionsFilter 	<ul style="list-style-type: none"> CommandParameter: IOpenMediaInteraction<ref name="IOpenMediaInteraction" /> UserData: KeyValueCollection<ref name="KeyValueCollection" />

Default Commands	Parameters
	<ul style="list-style-type: none"> ParentView: IWorkbinsView<ref name="IWorkbinsView">Genesyslab.Desktop.Modules.OpenMedia.View.WorkbinsView.</ref>
Chain WorkbinPreSelectedByName	
<ul style="list-style-type: none"> ShowSelectedDetail 	
Chain WorkbinPullInteraction	
<ul style="list-style-type: none"> ShowSelectedDetail 	
Chain WorkbinPushInteraction	
<ul style="list-style-type: none"> ShowSelectedDetail 	
Chain WorkbinSelected	
<ul style="list-style-type: none"> NewWorkbinSelected 	<ul style="list-style-type: none"> WorkbinName: string<ref name="string" >System.string</ref> WorkbinNameDisplay: string<ref name="string" /> WorkbinGroupName: string<ref name="string" /> WorkbinGroupNameDisplay: string<ref name="string" />

References

<references />