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Workspace Desktop Edition Developer's Guide

About the Extension Samples

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About the Extension Samples



Purpose: To provide details about the Workspace Desktop Edition Extension Samples.

Important

Refer to [Deploying the Developer Toolkit on your development workstation](#) in the *Workspace Desktop Edition Deployment Guide* for information about installing the Developer Toolkit.

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Introducing Workspace Desktop Edition Extension Samples

The **Genesys Workspace Desktop Edition** (Workspace) Extension Samples provide developers with examples of various use cases. Recommended best practices to modify the out-of-the-box version of Workspace Desktop Edition are used in these code samples. Genesys recommends that you examine the samples before making changes to Workspace Desktop Edition.

You can also download here the [Workspace Desktop Edition Extension Samples](#).

Locating the Extension Samples

The Workspace Desktop Edition Extension Samples are included in the Workspace Desktop Edition API along with the Workspace Desktop Edition API Reference documentation.

The Workspace Desktop Edition API contains everything that a software developer requires for customizing Workspace Desktop Edition, including:

- A Bin directory that contains the Workspace Desktop Edition API
- A Samples directory that contains code samples for developers that demonstrate Genesys' best practices recommendations
- An InteractionWorkspace directory that contains Workspace Desktop Edition application files
- A Doc directory that contains the API Reference as a chm file
- An InteractionWorkspaceDeploymentManager directory that contains the application files that are required to deploy customized code, including the Deployment Manager application—InteractionWorkspaceDeploymentManager.exe. The InteractionWorkspaceDeploymentManager directory also contains a sub-folder:
 - WebPublication—Contains publish.htm and setup.exe files (the bootstrap files for client-side prerequisites)

Detailed Content of the Code Samples

- **Genesyslab.Desktop.Modules.ExtensionSample:** Provides basic examples for this documentation.
 - **MySample:** provides views to extend the ToolbarWorkplaceRegion.
 - **CustomCommand:** Implements a command which prompts a confirmation dialog before executing the ReleaseCall command.
 - **DispositionCodeEx:** provides code to replace the Disposition Code view in the Interaction Window.
- **Genesyslab.Desktop.Modules.InteractionExtensionSample:** Adds a button to the region CaseViewSideButtonRegion and its associated view in the region InteractionWorksheetRegion (Right panel of the interaction window).
- **Genesyslab.Desktop.Modules.CustomWorkItemSample:** Adds a view to manage custom work items.

Use Cases Detailed Online

The following use cases are included in the samples:

- [Creating a New Module](#)
- [Replacing an Existing View](#)
- [Creating a New View](#)
- [Customizing a Command](#)

Deploying and Executing the Extension Samples

1. Run the setup.exe program to use the wizard to install the Workspace Desktop Edition.
2. Click Next in the Welcome dialog box.
3. Select Install Workspace Desktop Edition Developer's Toolkit from the Select Options dialog.

4. Click Next. The Ready to Install dialog box opens.
 5. Click Install.
 6. When installation completes, the Installation Complete window opens. Click Finished. For more information, see the online [Workspace Desktop Edition Deployment Guide](#).
 7. Verify that the following directories are installed:
 - C:\Program Files\GCTI\Workspace Desktop Edition\InteractionWorkspace\ (This folder contains all of the required binaries).
 - C:\Program Files\GCTI\Workspace Desktop Edition\Samples\Genesyslab.Desktop.Modules.ExtensionSample\ (This folder contains the sample solution file).
 8. To build and debug your custom module in Workspace Desktop Edition combined with "Workspace Desktop Edition SIP Endpoint" or any Workspace Desktop Edition Plug-in that is delivered by Genesys, such as the Twitter, Facebook, and RSS plug-ins, or one of several Language Packs, follow these steps:
 - Install the corresponding add-on on the workstation used for custom module development.
 - Copy the installed content, maintaining the directory structure, of the add-on into the following directory: "C:\Program Files\GCTI\Workspace Desktop Edition\InteractionWorkspace\".

For example:

 - For Workspace Desktop Edition SIP Endpoint, after you install this add-on copy the directory "C:\Program Files\GCTI\Workspace Desktop Edition\InteractionWorkspaceSIPEndpoint" into the following location: "C:\Program Files\GCTI\Workspace Desktop Edition\InteractionWorkspace\".
 - For the Twitter plug-in, after you install the plug-in, copy the following files "C:\Program Files\GCTI\Workspace Desktop Edition\Genesyslab.Desktop.Modules.Twitter.dll" and "C:\Program Files\GCTI\Workspace Desktop Edition\Genesyslab.Desktop.Modules.Twitter.module-config" into the following location: "C:\Program Files\GCTI\Workspace Desktop Edition\InteractionWorkspace\", and "C:\Program Files\GCTI\Workspace Desktop Edition\Languages\Genesyslab.Desktop.Modules.Twitter.en-US.xml" into the following location: "C:\Program Files\GCTI\Workspace Desktop Edition\InteractionWorkspace\Languages".
 9. To open the Extension Sample in Visual Studio 2008, click the Genesyslab.Desktop.Modules.ExtensionSample.sln solution file.
 10. Build the solution. **Note:** Building the solution also copies the content of "C:\Program Files\GCTI\Workspace Desktop Edition\InteractionWorkspace\" to the following location: "C:\Program Files\GCTI\Workspace Desktop Edition\Samples\Genesyslab.Desktop.Modules.ExtensionSample\bin\Debug".
 11. Open the project property dialog box, and click the Debug tab.
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12. In the Start Action section, select the Start external program option, and in the text field type: C:\Program Files\GCTI\Workspace Desktop Edition\Samples\Genesyslab.Desktop.Modules.ExtensionSample\bin\Debug\InteractionWorkspace.exe (the default debug build location).
13. Run the sample code to see the customization.
14. Follow the steps in the section titled [Deploying Your Custom Module into the Genesys Out-Of-The-Box Application](#) to deploy the customization samples.

