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Workspace Desktop Edition Developer's Guide

[Callback](#)

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Callback



Purpose: To provide information about callback commands.

Learn about Callback Commands

The commands in this page are restricted to callback operations. However, callback interactions are extended open media interactions and can be used as such in open media commands.

You can also use specific **Open Media** which apply to open media interactions in some GUI components.

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

Managing Callback Interactions

Open media commands cover the following features (this list is not exhaustive):

- Accept and decline;
- Place in queue;
- Transfer;
- Move to workbins.

Chains of Commands to Manage Callback Interactions	
Default commands	Parameters
Chain InteractionCallbackAccept	
AcceptCallback	• CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia • Extensions: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
Chain InteractionCallbackActiveCustomerSession	

Default commands	Parameters
ActiveCustomerSessionCallback	CommandParameter: InteractionCallback - Genesyslab.Desktop.Modules.Callback.Model.Interactions.IInteract
Chain InteractionCallbackCompleteCustomerSession	
CompleteCustomerSessionCallback	CommandParameter: InteractionCallback
Chain InteractionCallbackDecline	
DeclineCallback	- CommandParameter: IInteractionOpenMedia - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Close	CommandParameter: IInteractionOpenMedia
Chain InteractionCallbackIsPossibleToClose	
IsPossibleToClose	CommandParameter: IInteractionCallback
Chain InteractionCallbackParkParent	
ParkCallback	CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
Chain InteractionCallbackPullParent	
PullCallback	- CommandParameter: IInteraction - IW_WebcallbackInteractionId: String
Chain InteractionCallbackWorkflow	
RescheduleCallback	CommandParameter: IInteractionCallback
UpdateInteractionUCS	CommandParameter: IInteraction
MarkProcessedCallback	CommandParameter: IInteractionCallback
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	- CommandParameter: IInteraction - AttachedData: KeyValueCollection
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle -

Default commands	Parameters
	Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
UpdateNotePadForVoice	• CommandParameter: IInteractionsBundle
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle
IsContactModified	• CaseId: String
IsPossibleToClose	CommandParameter: IInteractionsBundle
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle
Close	CommandParameter: IInteractionsBundle
StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign