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Workspace Desktop Edition Developer's Guide

Interactions Window

12/15/2025

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Interactions Window

Tip

If you want to highlight the functional areas in the Workspace UI with the red boxes and descriptions shown in the screen shots in this topic, on a *non-production* developer workstation, either configure the value of the `keyboard.shortcut.action.test.hidden` developer option in the `interactionworkspace.exe.config` file or in Configuration Server using GAX, to a keyboard short cut, such as: `Ctrl+P`. When you press the keyboard shortcut, the functional areas are highlighted.

Genesys recommends that you set this option at the agent level for testing purposes before setting it higher up in the option hierarchy or in the `interactionworkspace.exe.config` file.

Upon execution of the file, the following files are generated in the execution folder:

- `DumpChainOfCommandsInHTML.htm` containing all chains of commands available in the product in html format.
- `DumpChainOfCommandsInWikiMarkup.txt` containing all chains of commands available in the product in wiki format.
- `DumpKeyboardShortcut.htm` containing the list of all commands that can be triggered by a shortcut, and the shortcut configured if any.
- `DumpViewTree.htm` containing all regions.
- `DumpFullTreeView.htm` (when full tree view is specified) containing view tree names.



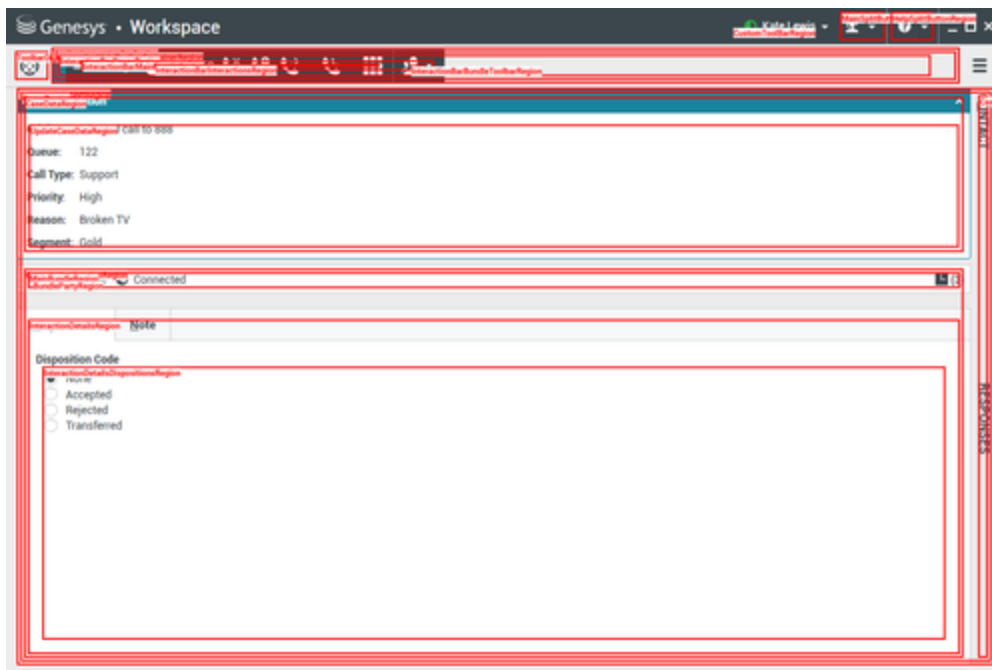
Purpose: Presents for the Interactions window, the list of default views and regions that your application can customize.

Window: InteractionsWindow

Available since: 8.0.1; updated in: 8.1.1, 8.1.2, 8.1.3, 8.1.4, 8.5

Pinned Interaction View

The CaseView root container of the Pinned Interaction View includes the same regions and views than the CasesRegion root container of the 8.1 Interaction Window View. If your customization requires the CasesRegion root container (not displayed in Pinned mode), Genesys recommends that you work in the legacy interaction window presentation mode.



Displaying a new case in Pinned mode. (Full resolution)

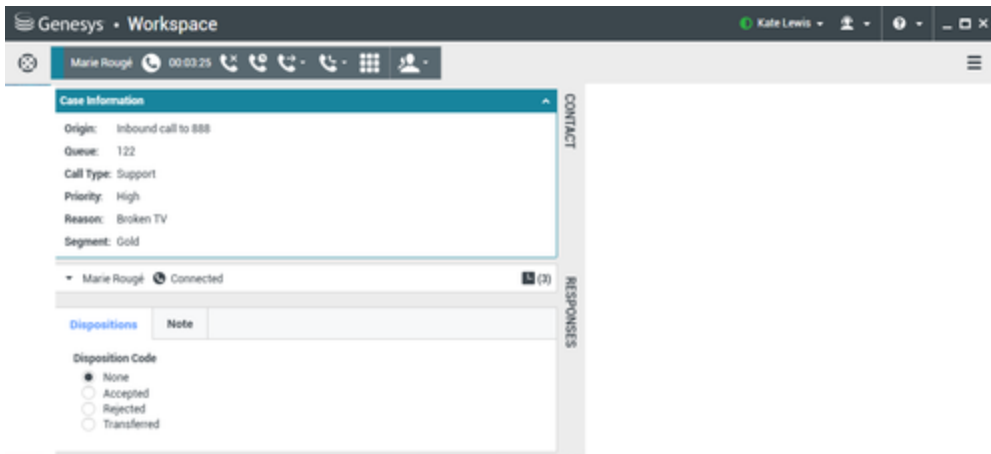
Important

All other sub-regions and sub-views of the former Interaction Window View are still available in the pinned interaction mode.

Floating Interaction View

The Region structure of the Floating Interaction View is a subset of the Pinned Interaction View described above:

- Its root container is CaseView;
- To add buttons to the side button menu, you must implement buttons in the CaseViewSideButtonRegion region; all the cascading material that they contain are not instantiated;
- This mode displays the left part of the Interaction View;
- The CaseViewSideButtonRegion region is replaced with the new CaseViewPopupSideButtonRegion region which enables you to insert side buttons in floating mode.
- Only one case can be displayed at a time.



Displaying a new case in floating mode.

If you implement side buttons in `CaseViewPopupSideButtonRegion` region, your custom code must trigger a programmatic switch to display the associated views when the buttons are clicked. You can do this by calling the following method:

```
IManagerInteractionContainer.ShowCaseViewInMainToolBar(<case_id>, <side_view_name>);
```

InteractionsWindowView

The main window displays the given interaction and the associated cases; it contains the following views and regions:

- **Window:** `InteractionsWindowView (IInteractionsWindow)` <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** `CasesRegion (Multi-view)`
 - **View:** `CaseView (ICaseView)` <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** `CaseViewSideButtonRegion (Multi-view)`
 - **View:** `InteractionContainerSideButtonView (IInteractionContainerSideButtonView)` <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **View:** `SRLSideButtonView (ISRLSideButtonView)` <ref name="StandarResponse">Genesyslab.Desktop.Modules.StandarResponse</ref>
 - **Region:** `CaseViewPopupSideButtonRegion (Multi-view)`
 - **View:** `InteractionContainerPopupSideButtonView (IInteractionContainerPopupSideButtonView)` <ref name="Contacts"/>
 - **View:** `SRLPopupSideButtonView (ISRLPopupSideButtonView)` <ref name="StandarResponse"/>
 - **Region:** `InteractionsErrorRegion`
 - **View:** `InteractionsErrorView (ILastAlertErrorView)` <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** `CaseDataRegion`

- **View:** CaseDataView (ICaseDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** UpdateCaseDataRegion
 - **View:** UpdateCaseDataView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **Region:** ConsultationBundlesRegion (Multi-view)
 - **View:** MainBundleView (IMainBundleView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** MainBundleRegion
 - **View:** BundleView (IBundleView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** BundlePartyRegion
 - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** PartyRegion (Multi-view)
 - **View:** PartyView (IPartyView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** CustomBundlePartyRegion (Multi-view)
 - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts" />
 - **Region:** BundleToolbarContainerRegion
 - **View:** BundleToolbarView (IBundleToolbarView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** DonePullPreviewToolbarView (IDonePullPreviewToolbarView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** RescheduleToolbarView (IRescheduleToolbarView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
Deprecated in: 8.1.4
 - **View:** InteractionCallbackRescheduleToolbarView

```
(InteractionCallbackRescheduleToolbarView) <ref
name=
"Callback">Genesyslab.Desktop.Modules.Callback</ref>
```

- **View:** InteractionCallbackToolbarView
(InteractionCallbackToolbarView) <ref name="Callback" />
- **View:** TeamLeadToolbarView (ITeamLeadToolbarView) <ref
name=
"TeamLead">Genesyslab.Desktop.Modules.TeamLead</ref>
- **View:** InteractionSmsToolbarView
(InteractionSmsToolbarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionInboundEmailToolbarView
(InteractionInboundEmailToolbarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionOutboundEmailToolbarView
(InteractionOutboundEmailToolbarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionChatToolbarView
(InteractionChatToolbarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionChatConsultToolbarView
(InteractionChatConsultToolbarView) <ref name=
"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
- **View:** InteractionIMToolbarView (InteractionIMToolbarView)
<ref name=
"Voice">Genesyslab.Desktop.Modules.Voice</ref>
- **View:** InteractionPreviewToolbarView
(InteractionPreviewToolbarView) <ref name=
"Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
- **View:** InteractionVoiceToolbarView
(InteractionVoiceToolbarView) <ref name=
"Voice">Genesyslab.Desktop.Modules.Voice</ref>
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-
view)
Updated in 8.5
 - **View:** SIPEndpointVideoView
(SIPEndpointVideoView) <ref name=
"SIPEndpointCommunication">Genesyslab.Desktop.Modules.SIP
Added in: 8.5.0
 - **View:** SIPEndpointSoundView
(SIPEndpointSoundView) <ref name=
"SIPEndpointCommunication" />
 - **View:** SIPMonitor (SIPMonitor) <ref name=
"ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording
 - **View:** IxnMonitor (IxnMonitor) <ref name=
"ActiveRecording" />

-
- **View:** InteractionWorkItemToolBarView (IInteractionWorkItemToolBarView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)
 - **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
 - **View:** OutboundRecordView (IOutboundRecordView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** UpdateOutboundFieldsRegion
 - **View:** UpdateOutboundFieldsView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** InteractionCallbackInformationView (IInteractionCallbackInformationView) <ref name="Callback">Genesyslab.Desktop.Modules.Callback</ref>
 - **Region:** CallbackInformationRegion
 - **View:** CallbackInformationView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** InteractionsBundleRegion (Multi-view)
 - **View:** SmsView (ISmsView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** EmailAttachmentsContentControlRegion
 - **View:** AttachmentView EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** OutboundEmailAttachmentsContentControlRegion
 - **View:** AttachmentView OutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** ChatView (IChatView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **View:** IMView (IIMCallView) <ref name="Voice">Genesyslab.Desktop.Modules.Voice</ref>
 - **View:** WorkItemView (IWorkItemView) <ref name="
-

"OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>

- **Region:** InteractionDetailsRegion (Multi-view)
 - **View:** DispositionsView (IDispositionsView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** InteractionDetailsDispositionsRegion (Multi-view)
 - **View:** OutboundDispositionView (IOutboundDispositionView) <ref name="Outbound">Genesyslab.Desktop.Modules.Outbound</ref>
 - **View:** DispositionCodeView (IDispositionCodeView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** NotepadViewNotepadVoiceNotepadView (INotepadView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** BundleView (IBundleView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** BundlePartyRegion
Added in: 8.1.3
 - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows" />
 - **Region:** PartyRegion (Multi-view)
 - **View:** PartyView (IPartyView) <ref name="Windows" />
 - **Region:** CustomBundlePartyRegion (Multi-view)
 - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording" />
 - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts" />
 - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts" />
 - **Region:** BundleToolbarContainerRegion
 - **View:** TeamLeadToolBarView (ITeamLeadToolBarView) <ref name="TeamLead"/>
 - **View:** InteractionPreviewToolBarView (IInteractionPreviewToolBarView) <ref name="Outbound" />
 - **View:** InteractionCallbackToolBarView (IInteractionCallbackToolBarView) <ref name="Callback" />
 - **View:** InteractionSmsToolBarView (IInteractionSmsToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionWorkItemToolBarView (IInteractionWorkItemToolBarView) <ref name="OpenMedia" />
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)

- **View:** InteractionOutboundEmailToolBarView (InteractionOutboundEmailToolBarView) <ref name="OpenMedia" />
- **View:** InteractionInboundEmailToolBarView (InteractionInboundEmailToolBarView) <ref name="OpenMedia" />
- **View:** BundleToolBarView (IBundleToolBarView) <ref name="Windows" />
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** InteractionCallbackRescheduleToolBarView (InteractionCallbackRescheduleToolBarView) <ref name="Callback" />
 - **View:** DonePullPreviewToolBarView (IDonePullPreviewToolBarView) <ref name="Outbound" />
 - **View:** RescheduleToolBarView (IRescheduleToolBarView) <ref name="Outbound" />
- **View:** InteractionVoiceToolBarView (InteractionVoiceToolBarView) <ref name="Voice" />
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
Updated in 8.5
 - **View:** SIPEndpointVideoView (ISIPEndpointVideoView) <ref name="SIPEndpointCommunication">Genesyslab.Desktop.Modules.SIPEndpointCommunication</ref>
Added in: 8.5.0
 - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref name="SIPEndpointCommunication" />
 - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording" />
- **View:** InteractionIMToolBarView (InteractionIMToolBarView) <ref name="Voice" />
- **View:** InteractionChatToolBarView (InteractionChatToolBarView) <ref name="OpenMedia" />
- **View:** InteractionChatConsultToolBarView (InteractionChatConsultToolBarView) <ref name="OpenMedia" />
- **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
 - **View:** InteractionCallbackInformationView (InteractionCallbackInformationView) <ref name="Callback" />
 - **Region:** CallbackInformationRegion
 - **View:** CallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OutboundRecordView (IOutboundRecordView) <ref name="Outbound" />

- **Region:** UpdateOutboundFieldsRegion
 - (IGenericDataView) <ref name="Windows" />
- **Region:** InteractionsBundleRegion (Multi-view)
 - **View:** IMView (IIMCallView) <ref name="Voice" />
 - **View:** ChatView (IChatView) <ref name="OpenMedia" />
 - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia" />
 - **Region:** EmailAttachmentsContentControlRegion
 - **View:** EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />
 - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia" />
 - **Region:** OutboundEmailAttachmentsContentControlRegion
 - **View:** OutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />
 - **View:** WorkItemView (IWorkItemView) <ref name="OpenMedia" />
 - **View:** SmsView (ISmsView) <ref name="OpenMedia" />
- **Region:** InteractionDetailsRegion (Multi-view)
 - **View:** NotepadVoiceNotepadView (INotepadView) <ref name="Windows" />
 - **View:** DispositionsView (IDispositionsView) <ref name="Windows" />
 - **Region:** InteractionDetailsDispositionsRegion (Multi-view)
 - **View:** OutboundDispositionView (IOutboundDispositionView) <ref name="Outbound" />
 - **View:** DispositionCodeView (IDispositionCodeView) <ref name="Windows" />
- **View:** BundleView (IBundleView) <ref name="Windows" />
 - **Region:** BundlePartyRegion
 - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows" />
 - **Region:** PartyRegion (Multi-view)
 - **View:** PartyView (IPartyView) <ref name="Windows" />
 - **Region:** CustomBundlePartyRegion (Multi-view)
 - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording" />
 - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts" />
 - **View:** ContactNotificationView (IContactNotificationView)

```
<ref name="Contacts" />
```

- **Region:** BundleToolbarContainerRegion
 - **View:** TeamLeadToolBarView (ITeamLeadToolBarView) <ref name="TeamLead" />
 - **View:** InteractionPreviewToolBarView (IInteractionPreviewToolBarView) <ref name="Outbound" />
 - **View:** InteractionCallbackToolBarView (IInteractionCallbackToolBarView) <ref name="Callback" />
 - **View:** InteractionSmsToolBarView (IInteractionSmsToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionWorkItemToolBarView (IInteractionWorkItemToolBarView) <ref name="OpenMedia" />
 - **Region:** CustomWorkItemToolBarRegion (Multi-view)
 - **View:** InteractionOutboundEmailToolBarView (IInteractionOutboundEmailToolBarView) <ref name="OpenMedia" />
 - **View:** InteractionInboundEmailToolBarView (IInteractionInboundEmailToolBarView) <ref name="OpenMedia" />
 - **View:** BundleToolBarView (IBundleToolBarView) <ref name="Windows" />
 - **Region:** BundleCustomButtonRegion (Multi-view)
 - **View:** InteractionCallbackRescheduleToolBarView (IInteractionCallbackRescheduleToolBarView) <ref name="Callback" />
 - **View:** DonePullPreviewToolBarView (IDonePullPreviewToolBarView) <ref name="Outbound" />
 - **View:** RescheduleToolBarView (IRescheduleToolBarView) <ref name="Outbound" />
 - **View:** InteractionVoiceToolBarView (IInteractionVoiceToolBarView) <ref name="Voice" />
 - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
Updated in 8.5
 - **View:** SIPEndpointVideoView (ISIPEndpointVideoView) <ref name="SIPEndpointCommunication">Genesyslab.Desktop.Modules.SIPEndpointCommunication</ref>
Added in: 8.5.0
 - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref name="SIPEndpointCommunication" />
 - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording">Genesyslab.Desktop.Modules.ActiveRecording</ref>
 - **View:** IxnMonitor (IIxnMonitor) <ref name="ActiveRecording"/>
 - **View:** InteractionIMToolBarView (IInteractionIMToolBarView) <ref name="Voice" />
 - **View:** InteractionChatToolBarView (IInteractionChatToolBarView) <ref

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- ```
name="OpenMedia" />
```
- **View:** InteractionChatConsultToolBarView (IInteractionChatConsultToolBarView) <ref name="OpenMedia" />
  - **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
    - **View:** InteractionCallbackInformationView (IInteractionCallbackInformationView) <ref name="Callback" />
      - **Region:** CallbackInformationRegion
        - **View:** CallbackInformationView (IGenericDataView) <ref name="Windows" />
    - **View:** OutboundRecordView (IOutboundRecordView) <ref name="Outbound" />
      - **Region:** UpdateOutboundFieldsRegion
        - **View:** UpdateOutboundFieldsView (IGenericDataView) <ref name="Windows" />
  - **Region:** InteractionsBundleRegion (Multi-view)
    - **View:** IMView (IIMCallView) <ref name="Voice" />
    - **View:** ChatView (IChatView) <ref name="OpenMedia" />
    - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia" />
      - **Region:** EmailAttachmentsContentControlRegion
        - **View:** EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />
    - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia" />
      - **Region:** OutboundEmailAttachmentsContentControlRegion
        - **View:** OutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows" />
    - **View:** WorkItemView (IWorkItemView) <ref name="OpenMedia" />
    - **View:** SmsView (ISmsView) <ref name="OpenMedia" />
  - **Region:** InteractionWorksheetRegion
    - **View:** InteractionContainerView (IInteractionContainerView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
      - **Region:** AssignContactDirectoryRegion (Multi-view)
        - **View:** AssignContactDirectoryView (IContactDirectoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
          - **Region:** ContactDirectoryErrorRegion
            - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
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- **Region:** CaseContactRegion (Multi-view)
    - **View:** InteractionContactInformationView (IContactInformationView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
      - **Region:** ContactInformationErrorRegion
        - **View:** ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
    - **View:** InteractionContactHistoryView (IMyContactHistoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
      - **Region:** ContactHistoryErrorRegion
        - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
    - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
      - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
        - **Region:** ContactDetailRegion
          - **View:** FormerContactDetailContentView (IFormerContactDetailContentView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
            - **Region:** ControlListAttachmentRegion
              - **View:** ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
          - **View:** CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback" />
 Added in: 8.1.4
            - **Region:** ContactDetailCallbackInformationRegion
              - **View:** ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows" />
          - **View:** OpenMediaContactDetailContentView (IContactDetailViewOpenMediaContactDetailContentView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>
            - **Region:** ControlListAttachmentRegion
              - **View:** ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
      - **View:** <ContactHistoryNotepadView (INotepadView) <ref

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- name=  
"Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name=  
"Windows">Genesyslab.Desktop.Modules.Windows</ref>
  - **Region:** StaticCaseDataRegion
    - **View:** StaticCaseDataView (IGenericDataView) <ref name=  
"Windows">Genesyslab.Desktop.Modules.Windows</ref>
  - **Region:** StaticDispositionCodeRegion
    - **View:** StaticDispositionCodeView (IGenericDataView) <ref name=  
"Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ResponsesView (IResponsesView) <ref name=  
"StandardResponse">Genesyslab.Desktop.Modules.StandarResponse</ref>
  - **Region:** ResponsesErrorRegion
    - **View:** ResponsesErrorView (ILastAlertErrorView) <ref name=  
"Windows">Genesyslab.Desktop.Modules.Windows</ref>
  - **Region:** ResponseAttachmentsContentControlRegion
    - **View:** AttachmentViewResponseAttachmentsContentControlView (IAttachmentView) <ref name=  
"Windows">Genesyslab.Desktop.Modules.Windows</ref>

## Window PopupInteractionContainerView

Added in 8.5

- **Window:** PopupInteractionContainerView (IPopupInteractionContainerView) <ref name=  
"Windows"/>
  - **Region:** CasesRegion
    - **View:** CaseView (ICaseView) <ref name="Windows"/>
      - **Region:** CaseViewButtonRegion (Multi-view)
      - **Region:** CaseViewSideButtonRegion (Multi-view)
        - **View:** InteractionContainerSideButtonView (IInteractionContainerSideButtonView) <ref name="Contacts"/>
        - **View:** SRLSideButtonView (ISRLSideButtonView) <ref name=  
"StandardResponse"/>
    - **Region:** CaseViewPopupSideButtonRegion (Multi-view)
      - **View:** InteractionContainerPopupSideButtonView (IInteractionContainerPopupSideButtonView) <ref name="Contacts"/>

- **View:** SRLPopupSideButtonView (ISRLPopupSideButtonView) <ref name="StandardResponse"/>
- **Region:** InteractionsErrorRegion
  - **View:** InteractionsErrorView (ILastAlertErrorView) <ref name="Windows"/>
- **Region:** CaseDataRegion
  - **View:** CaseDataView (ICaseDataView) <ref name="Windows"/>
    - **Region:** UpdateCaseDataRegion
      - **View:** UpdateCaseDataView (IGenericDataView) <ref name="Windows"/>
- **Region:** ConsultationBundlesRegion (Multi-view)
  - **View:** MainBundleView (IMainBundleView) <ref name="Windows"/>
    - **Region:** MainBundleRegion
      - **View:** BundleView (IBundleView) <ref name="Windows"/>
        - **Region:** BundlePartyRegion
          - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows"/>
            - **Region:** PartyRegion (Multi-view)
              - **View:** PartyView (IPartyView) <ref name="Windows"/>
              - **Region:** CustomBundlePartyRegion (Multi-view)
                - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording"/>
                - **View:** InteractionQueueView (InteractionQueueView) <ref name="Contacts"/>
                - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts"/>
  - **Region:** BundleToolbarContainerRegion
    - **View:** TeamLeadToolbarView (ITeamLeadToolbarView) <ref name="TeamLead"/>
    - **View:** InteractionPreviewToolbarView (InteractionPreviewToolbarView) <ref name="Outbound"/>
    - **View:** InteractionCallbackToolbarView (InteractionCallbackToolbarView) <ref name="Callback"/>
    - **View:** InteractionSmsToolbarView (InteractionSmsToolbarView) <ref name="OpenMedia"/>
    - **View:** InteractionWorkItemToolbarView

- (InteractionWorkItemToolBarView) <ref name="OpenMedia"/>
- **Region:** CustomWorkItemToolBarRegion (Multi-view)
- **View:** InteractionOutboundEmailToolBarView (InteractionOutboundEmailToolBarView) <ref name="OpenMedia"/>
- **View:** InteractionInboundEmailToolBarView (InteractionInboundEmailToolBarView) <ref name="OpenMedia"/>
- **View:** BundleToolBarView (IBundleToolBarView) <ref name="Windows"/>
  - **Region:** BundleCustomButtonRegion (Multi-view)
    - **View:** InteractionCallbackRescheduleToolBarView (InteractionCallbackRescheduleToolBarView) <ref name="Callback"/>
    - **View:** DonePullPreviewToolBarView (IDonePullPreviewToolBarView) <ref name="Outbound"/>
    - **View:** RescheduleToolBarView (IRescheduleToolBarView) <ref name="Outbound"/>
- **View:** InteractionVoiceToolBarView (InteractionVoiceToolBarView) <ref name="Voice"/>
  - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
    - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref name="SIPEndpointCommunication"/>
    - **View:** SIPEndpointVideoView (ISIPEndpointVideoView) <ref name="SIPEndpointCommunication"/>
    - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording"/>
- **View:** InteractionIMToolBarView (InteractionIMToolBarView) <ref name="Voice"/>
- **View:** InteractionChatToolBarView (InteractionChatToolBarView) <ref name="OpenMedia"/>
- **View:** InteractionChatConsultToolBarView (InteractionChatConsultToolBarView) <ref name="OpenMedia"/>
- **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
  - **View:** InteractionCallbackInformationView (InteractionCallbackInformationView) <ref name="Callback"/>

- **Region:** CallbackInformationRegion
  - **View:** CallbackInformationView (IGenericDataView) <ref name="Windows"/>
- **View:** OutboundRecordView (IOutboundRecordView) <ref name="Outbound"/>
  - **Region:** UpdateOutboundFieldsRegion
    - **View:** UpdateOutboundFieldsView (IGenericDataView) <ref name="Windows"/>
- **Region:** InteractionsBundleRegion (Multi-view)
  - **View:** IMView (IIMCallView) <ref name="Voice"/>
  - **View:** ChatView (IChatView) <ref name="OpenMedia"/>
  - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia"/>
    - **Region:** EmailAttachmentsContentControlRegion
      - **View:** EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows"/>
  - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia"/>
    - **Region:** OutboundEmailAttachmentsContentControlRegion
      - **View:** OutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows"/>
  - **View:** WorkItemView (IWorkItemView) <ref name="OpenMedia"/>
  - **View:** SmsView (ISmsView) <ref name="OpenMedia"/>
- **Region:** InteractionDetailsRegion (Multi-view)
  - **View:** NotepadVoiceNotepadView (INotepadView) <ref name="Windows"/>
  - **View:** DispositionsView (IDispositionsView) <ref name="Windows"/>
    - **Region:** InteractionDetailsDispositionsRegion (Multi-view)
      - **View:** OutboundDispositionView (IOutboundDispositionView) <ref name="Outbound"/>
      - **View:** DispositionCodeView (IDispositionCodeView) <ref name="Windows"/>
- **View:** BundleView (IBundleView) <ref name="Windows"/>
  - **Region:** BundlePartyRegion
    - **View:** BundlePartyView (IBundlePartyView) <ref name="Windows"/>

- **Region:** PartyRegion (Multi-view)
  - **View:** PartyView (IPartyView) <ref name="Windows"/>
    - **Region:** CustomBundlePartyRegion (Multi-view)
      - **View:** IScreenRecordingMonitorView (IScreenRecordingMonitorView) <ref name="ActiveRecording"/>
      - **View:** InteractionQueueView (IInteractionQueueView) <ref name="Contacts"/>
      - **View:** ContactNotificationView (IContactNotificationView) <ref name="Contacts"/>
- **Region:** BundleToolbarContainerRegion
  - **View:** TeamLeadToolBarView (ITeamLeadToolBarView) <ref name="TeamLead"/>
  - **View:** InteractionPreviewToolBarView (IInteractionPreviewToolBarView) <ref name="Outbound"/>
  - **View:** InteractionCallbackToolBarView (IInteractionCallbackToolBarView) <ref name="Callback"/>
  - **View:** InteractionSmsToolBarView (IInteractionSmsToolBarView) <ref name="OpenMedia"/>
  - **View:** InteractionWorkItemToolBarView (IInteractionWorkItemToolBarView) <ref name="OpenMedia"/>
    - **Region:** CustomWorkItemToolBarRegion (Multi-view)
  - **View:** InteractionOutboundEmailToolBarView (IInteractionOutboundEmailToolBarView) <ref name="OpenMedia"/>
  - **View:** InteractionInboundEmailToolBarView (IInteractionInboundEmailToolBarView) <ref name="OpenMedia"/>
  - **View:** BundleToolBarView (IBundleToolBarView) <ref name="Windows"/>
    - **Region:** BundleCustomButtonRegion (Multi-view)
      - **View:** InteractionCallbackRescheduleToolBarView (IInteractionCallbackRescheduleToolBarView) <ref name="Callback"/>
      - **View:** DonePullPreviewToolBarView (IDonePullPreviewToolBarView) <ref name="Outbound"/>
      - **View:** RescheduleToolBarView (IRescheduleToolBarView) <ref name="Outbound"/>
  - **View:** InteractionVoiceToolBarView (IInteractionVoiceToolBarView) <ref name="Voice"/>
    - **Region:** InteractionVoiceCustomButtonRegion (Multi-view)
      - **View:** SIPEndpointSoundView (ISIPEndpointSoundView) <ref

- name="SIPEndpointCommunication"/>
  - **View:** SIPEndpointVideoView (ISIPEndpointVideoView) <ref name="SIPEndpointCommunication"/>
  - **View:** SIPMonitor (ISIPMonitor) <ref name="ActiveRecording"/>
- **View:** InteractionIMToolBarView (IInteractionIMToolBarView) <ref name="Voice"/>
- **View:** InteractionChatToolBarView (IInteractionChatToolBarView) <ref name="OpenMedia"/>
- **View:** InteractionChatConsultToolBarView (IInteractionChatConsultToolBarView) <ref name="OpenMedia"/>
- **Region:** CustomInfoOnInteractionsBundleRegion (Multi-view)
  - **View:** InteractionCallbackInformationView (IInteractionCallbackInformationView) <ref name="Callback"/>
    - **Region:** CallbackInformationRegion
      - **View:** CallbackInformationView (IGenericDataView) <ref name="Windows"/>
  - **View:** OutboundRecordView (IOutboundRecordView) <ref name="Outbound"/>
    - **Region:** UpdateOutboundFieldsRegion
      - **View:** UpdateOutboundFieldsView (IGenericDataView) <ref name="Windows"/>
- **Region:** InteractionsBundleRegion (Multi-view)
  - **View:** IMView (IIMCallView) <ref name="Voice"/>
  - **View:** ChatView (IChatView) <ref name="OpenMedia"/>
  - **View:** InboundEmailView (IInboundEmailView) <ref name="OpenMedia"/>
    - **Region:** EmailAttachmentsContentControlRegion
      - **View:** EmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows"/>
  - **View:** OutboundEmailView (IOutboundEmailView) <ref name="OpenMedia"/>
    - **Region:** OutboundEmailAttachmentsContentControlRegion
      - **View:** OutboundEmailAttachmentsContentControlView (IAttachmentView) <ref name="Windows"/>
  - **View:** WorkItemView (IWorkItemView) <ref name="OpenMedia"/>
  - **View:** SmsView (ISmsView) <ref name="OpenMedia"/>
- **Region:** InteractionWorksheetRegion

- **View:** InteractionContainerView (IInteractionContainerView) <ref name="Contacts"/>
  - **Region:** AssignContactDirectoryRegion
    - **View:** AssignContactDirectoryView (IContactDirectoryView) <ref name="Contacts"/>
      - **Region:** ContactDirectoryErrorRegion
        - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows"/>
  - **Region:** CaseContactRegion (Multi-view)
    - **View:** InteractionContactInformationView (IContactInformationView) <ref name="Contacts"/>
      - **Region:** ContactInformationErrorRegion
        - **View:** ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows"/>
  - **View:** InteractionContactHistoryView (IMyContactHistoryView) <ref name="Contacts"/>
    - **Region:** ContactHistoryErrorRegion
      - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows"/>
    - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
      - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts"/>
        - **Region:** ContactDetailRegion
          - **View:** OpenMediaContactDetailContentView (IOpenMediaContactDetailContentView) <ref name="OpenMedia"/>
            - **Region:** ControlListAttachmentRegion
              - **View:** ControlListAttachmentView (IAttachmentView) <ref name="Windows"/>
          - **View:** CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback"/>
            - **Region:** ContactDetailCallbackInformationRegion
              - **View:** ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows"/>
          - **View:** FormerContactDetailContentView (IFormerContactDetailContentView) <ref name="

"Contacts"/>

- **Region:** ControllListAttachmentRegion

- **View:** ControlListAttachmentView (IAttachmentView) <ref name="Windows"/>

- **View:** ContactHistoryNotepadView (INotepadView) <ref name="Windows"/>

- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows"/>

- **Region:** StaticCaseDataRegion

- **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows"/>

- **Region:** StaticDispositionCodeRegion

- **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows"/>

## References