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Workspace Desktop Edition Developer's Guide

[Open Media](#)

5/4/2025

Open Media

Purpose: To provide information about customizable commands.

Learn about Open Media Commands

The open media interactions are top level interfaces implemented by e-mail, chat, and work item interactions. The open media commands presented in this page are basic operations which apply to open media interactions by inheritance: e-mail, chat, and workitem interactions. **E-Mails**, **Chat**, and **Work Items** are specific to e-mail, chat, and work items respectively, and present an addition to the commands detailed in this page. You can also use specific **Windows** 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 Open Media 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 Open Media Interactions

Default commands	Parameters
Chain InteractionOpenMediaCanPullInteraction	

Default commands	Parameters
CanPullInteraction	CommandParameter: Dictionary - Dictionary<string, object>
Chain InteractionOpenMediaClose	
IsContactModified	Caseld: String
Close	CommandParameter: IInteractionOpenMedia
Chain InteractionOpenMediaCloseOnOutOfService	
UpdateInteractionUCS	CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
SmsReleaseParty	CommandParameter: IInteractionSms - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Sms.IInteractionSms
ReleaseMyParty	- CommandParameter: IInteractionChat - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Chat.IInteractionChat - AfterActionMode: String
CloseConsult	CommandParameter: IInteractionChat
Close	CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia
Chain InteractionOpenMediaConferenceAgent	

Default commands	Parameters
ConferenceAgent	- CommandParameter: IInteractionOpenMedia - Visibility: String - Destination: String - Extensions: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
Chain InteractionOpenMediaGetInteractionStateById	
GetInteractionState	CommandParameter: String
Chain InteractionOpenMediaHandlingTimeout	
UpdateInteractionUCS	CommandParameter: IInteraction
SmsReleaseParty	CommandParameter: IInteractionSms
ReleaseMyParty	- CommandParameter: IInteractionChat - AfterActionMode: String
CloseConsult	CommandParameter: IInteractionChat
Close	CommandParameter: IInteractionOpenMedia
Chain InteractionOpenMediaMoveToQueue	

Default commands	Parameters
PlaceInQueue	- CommandParameter: IInteractionOpenMedia - Destination: String - Reason: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionOpenMediaMoveToWorkbin	
MoveToWorkbin	- CommandParameter: IInteractionOpenMedia - WorkbinId: String - WorkbinParameter: String - WorkbinType: WorkbinType – Genesyslab.Platform.OpenMedia.Protocols.OpenMediaAttributes.WorkbinType Deprecated in: 8.5
Chain InteractionOpenMediaPlaceInQueue	
UpdateInteractionUCS	- CommandParameter: IInteractionOpenMedia - NotepadViewModel: INotepadViewModel
IsContactModified	CasId: String
SaveAttachedData	- CommandParameter: IInteraction - UserData: KeyValueCollection

Default commands	Parameters
SetAutoClose	CommandParameter: IInteractionOpenMedia
PlaceInQueue	- CommandParameter: IInteractionOpenMedia - Destination: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
UpdateContactInformation	CommandParameter: IInteractionOpenMedia
AddRecentCall	RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
Chain InteractionOpenMediaPullById	
PullInteraction	- CommandParameter: String - queue: String - sourceType: String - agentId: String
Chain InteractionOpenMediaPullFromWorkbinById	
GetInteractionState	CommandParameter: String
CanPullInteraction	CommandParameter: Dictionary

Default commands	Parameters
• DisplayWarningPullNotPossible	• canPullInteraction (result: String)
• PullFromWorkbin	• CommandParameter: String • WorkbinId: String
Chain InteractionOpenMediaUCSStopProcessing	
• StopProcessing	• CommandParameter: String • UserData: KeyValueCollection • MediaType: String
Chain InteractionOpenMediaUCSUpdate	
• UpdateInteraction	• CommandParameter: IInteraction
Chain InteractionOpenMediaPullFromWorkbinById	
• GetInteractionState	• CommandParameter: String
• CanPullInteraction	• CommandParameter: Dictionary<string, object>
• DisplayWarningPullNotPossible	• canPullInteraction (result: String)
• PullFromWorkbin	• CommandParameter: String • QueueId: String

Default commands	Parameters
Chain InteractionOpenMediaTransferAgent	
SetAutoClose	CommandParameter: IInteractionOpenMedia
RequestSaveNotepad	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel - Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel
TransferAgent	- CommandParameter: IInteractionOpenMedia - Destination: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
AddRecentCall	RecentIndex: ObjectTC
Chain InteractionOpenMediaWorkflow	
PromptDone	- CommandParameter: IInteractionOpenMedia - ConfirmParentWindow: Window - System.Window.Window
Workflow	- CommandParameter: IInteractionOpenMedia - Workflow: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection

Default commands	Parameters
Chain InteractionPossibleToMoveToWorkbin	
IsWorkbinDestinationDefined Available since: 8.1.3	- WorkbinId: String - WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia
Chain InteractionInternalConferenceInviteAccept	
Accept	- CommandParameter: IInteractionOpenMedia - Extensions: KeyValueCollection
Chain InteractionInternalConferenceInviteConferenceAgent	
ConferenceAgent	- CommandParameter: IInteractionInternalConferenceInvite - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Invite.IInteractionInternalCo - Visibility: String - Destination: String - Extensions: KeyValueCollection
Chain InteractionInternalConferenceInviteDecline	
Decline	- CommandParameter: IInteractionOpenMedia - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Close	CommandParameter: IInteractionOpenMedia

Default commands	Parameters
Chain InteractionInternalConferenceInvitePull	
• GetInteractionProperties	• CommandParameter: String
• Pull	• CommandParameter: String • Source: String Added in 8.5 • OwnerInteractionId: String Added in 8.5
Chain InteractionInternalConferenceInviteSendInvite	
• SetCollaborationQueueContext	• CommandParameter: IInteractionInternalConferenceInvite • System.String: Queue, output parameter
• SetOwner	• CommandParameter: IInteractionInternalConferenceInvite
• PlaceInQueueCollaboration	• CommandParameter: IInteractionInternalConferenceInvite • Queue: String • Reason: KeyValueCollection • Extensions: KeyValueCollection • CorrelatorData: String
Chain InteractionInternalConferenceInviteStopProcessing	

Default commands	Parameters
StopProcessing	- CommandParameter: IIOpenMediaInteraction - Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteraction - Reason: KeyValueCollection - Extensions: KeyValueCollection - CorrelatorData: String
Chain OpenMediaEsdkInteractionPutBackInOriginalLocation Added in 8.5	
PutBack	
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	- CommandParameter: IInteraction - AttachedData: KeyValueCollection
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
UpdateNotePadForVoice	CommandParameter: IInteractionsBundle
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle
IsContactModified	Caseld: String

Default commands	Parameters
IsPossibleToClose	CommandParameter: IInteractionsBundle
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle
Close	CommandParameter: IInteractionsBundle
StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign