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Workspace Desktop Edition Developer's Guide

Outbound

12/17/2025

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Outbound

Purpose: To provide information about customizable commands.

Learn about Outbound Commands

These commands manage outbound operations on campaigns, interactions, chains and records.

Important

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

Managing Chains and Records

The following commands cover:

Default Commands	Parameters
Chain CampaignGetPreviewRecord	
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign
Chain CancelOutboundChain	
UpdateOutboundRecord	CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
CancelOutboundChain	
Chain ClosePullPreviewRecord	
RescheduleOutboundRecord	CommandParameter: IInteraction
CancelOutboundChain	
RejectOutboundRecord	

Default Commands	Parameters
MarkProcessedOutboundChain	CommandParameter: IInteraction
ClosePullPreviewRecord	CommandParameter: IInteractionPullPreview - Genesyslab.Desktop.Modules.Outbound.Model.Interactions.IInteractionPullPreview
Chain MarkProcessedOutboundChain	
MarkProcessedOutboundChain	CommandParameter: IInteraction
Chain PossibleToClosePullPreview	
PossibleToClosePullPreview	
Chain PossibleToClosePushPreview	
PossibleToClosePushPreview	
Chain RejectOutboundChain	
UpdateOutboundRecord	CommandParameter: IInteraction
RejectOutboundChain	
Chain StartPreviewRecordOutbound	
StartPreviewRecord	
Chain UpdateOutboundRecord	
UpdateOutboundRecord	CommandParameter: IInteraction

Managing Outbound Interactions

Default Commands	Parameters
Chain InteractionPushPreviewAccept	
AcceptPushPreview	- CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia - Extensions: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection

Default Commands	Parameters
Chain InteractionPushPreviewDecline	
DeclinePushPreview	- CommandParameter: IInteractionOpenMedia - Reasons: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionPushPreviewWorkflow	
Workflow	- CommandParameter: IInteractionOpenMedia - Workflow: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
RescheduleOutboundRecord	CommandParameter: IInteraction
CancelOutboundChain	
RejectOutboundRecord	
MarkProcessedOutboundChain	CommandParameter: IInteraction
ClosePushPreviewRecord	CommandParameter: IInteractionPushPreview - Genesyslab.Desktop.Modules.Outbound.Model.Interactions.IInt
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

Default Commands	Parameters
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