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# Workspace Desktop Edition Developer's Guide

Place and Media

12/20/2025

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# Place and Media

**Purpose:** To provide information about customizable commands which modify the media of a given place.

## Learn about Place and Media Commands

The commands presented in this page enable your application to manage the agent activity (login, ready, not ready, log off) on the media of a given place. Commands for the media of type Open Media apply to Chat, E-Mail, and Work Item media.

### Important

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

## Manage Open Media

The following commands let you manage media of type open media, including work items, chat and e-mail (which inherit from open media):

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate *Do Not Disturb* (DND) features;
- Modify the state reason for a given media.

### Important

These commands do not apply to DNs (voice media).

| Default Commands                                                    | Parameters                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Chain</b> MediaOpenMediaChangeStateReason                        |                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"><li>• ChangeStateReason</li></ul> | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent - Genesyslab.Enterprise.Agent.IAgent</li><li>• Device: IDevice - Genesyslab.Enterprise.Model.Device.IDevice</li><li>• Reason: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaOpenMediaDNDOff                                   |                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"><li>• DNDOff</li></ul>            | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel - Genesyslab.Enterprise.Model.Channel.IClientChanel</li><li>• Reason: KeyValueCollection { reasonName } - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul>         |
| <b>Chain</b> MediaOpenMediaDNDOn                                    |                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"><li>• DNDOn</li></ul>             | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel</li><li>• Reason: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul>                                                                                                                                           |
| <b>Chain</b> MediaOpenMediaLogOff                                   |                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"><li>• LogOff</li></ul>            | <ul style="list-style-type: none"><li>• Channel: IClientChanel</li></ul>                                                                                                                                                                                                                                                           |

| Default Commands                                                             | Parameters                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                              | <ul style="list-style-type: none"><li>• DevicePlace: IDevice</li><li>• Device: IDevice</li><li>• Reason: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul>                                                 |
| <b>Chain</b> MediaOpenMediaLogOffPlace                                       |                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• LogOffPlace</li></ul>                | <ul style="list-style-type: none"><li>• Channel: IClientChanel</li><li>• EnterpriseAgent: IAgent</li><li>• Reason: KeyValueCollection { reasonName }</li><li>• Extensions: KeyValueCollection</li></ul>                        |
| <b>Chain</b> MediaOpenMediaLogOn                                             |                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• UpdateInteractionSignature</li></ul> |                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• LogOn</li></ul>                      | <ul style="list-style-type: none"><li>• Channel: IClientChanel</li><li>• DevicePlace: IDevice</li><li>• Device: IDevice</li><li>• Reason: KeyValueCollection { reasonName }</li><li>• Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaOpenMediaLogOnPlace                                        |                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• UpdateInteractionSignature</li></ul> |                                                                                                                                                                                                                                |

| Default Commands                                                           | Parameters                                                                                                                                                                                                           |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>LogOnPlace</li></ul>                 | <ul style="list-style-type: none"><li>EnterpriseAgent: IAgent</li><li>Channel: IClientChanel</li><li>Reason: KeyValueCollection { reasonName }</li><li>Extensions: KeyValueCollection</li></ul>                      |
| <b>Chain</b> MediaOpenMediaNotReady                                        |                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"><li>UpdateInteractionSignature</li></ul> |                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"><li>NotReady</li></ul>                   | <ul style="list-style-type: none"><li>Channel: IClientChanel</li><li>DevicePlace: IDevice</li><li>Device: IDevice</li><li>Reason: KeyValueCollection { reasonName }</li><li>Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaOpenMediaReady                                           |                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"><li>UpdateInteractionSignature</li></ul> |                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"><li>Ready</li></ul>                      | <ul style="list-style-type: none"><li>Channel: IClientChanel</li><li>DevicePlace: IDevice</li><li>Device: IDevice</li><li>Reason: KeyValueCollection { reasonName }</li></ul>                                        |

| Default Commands | Parameters                                                                       |
|------------------|----------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"><li>• Extensions: KeyValueCollection</li></ul> |

## Manage SMS Media

You can also create new outbound sms through the following commands:

| Default Commands                                                     | Parameters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Chain</b> MediaSmsCreateNewOutboundPageMode                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>IsPossibleToCreate</li> </ul> | <ul style="list-style-type: none"> <li>SourcePhoneNumber: String</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <ul style="list-style-type: none"> <li>ThreadingOpenMedia</li> </ul> | <ul style="list-style-type: none"> <li>ParentInteractionId: String</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>Create</li> </ul>             | <ul style="list-style-type: none"> <li>CommandParameter: IMediaOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia</li> <li>Subtype: String</li> <li>ParentInteractionId: String (ESDK Id)</li> <li>SourcePhoneNumber: String</li> <li>DestinationPhoneNumber: String</li> <li>InputQueues: ICollection&lt;string&gt; - System.Collections.Generic.ICollection</li> <li>OutputQueues: ICollection&lt;string&gt;</li> <li>UserData: KeyValueCollection</li> <li>Extensions: KeyValueCollection</li> <li>CorrelatorData: String</li> </ul> |
| <ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>      | <ul style="list-style-type: none"> <li>RecentIndex: ObjectTC</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## Manage E-Mail Media

In addition to **the Open Media commands**, you can also create new outbound e-mails through the following commands:

| Default Commands                                                     | Parameters                                                                                   |
|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Chain</b> MediaEmailCreateNewOutboundEmail                        |                                                                                              |
| <ul style="list-style-type: none"> <li>IsPossibleToCreate</li> </ul> | <ul style="list-style-type: none"> <li>CommandParameter: IInteractionInboundEmail</li> </ul> |

| Default Commands                                                                 | Parameters                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• AddSignatureParameters</li></ul>         | <ul style="list-style-type: none"><li>• CommandParameter: IMediaOpenMedia</li></ul>                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"><li>• AddResponseSignatureParameters</li></ul> | <ul style="list-style-type: none"><li>• SignatureOptionValue: String</li><li>• ESDKInboundEmail: Interaction</li></ul>                                                                                                                                                                                   |
| <ul style="list-style-type: none"><li>• ThreadingOpenMedia</li></ul>             | <ul style="list-style-type: none"><li>• ParentInteractionId: String</li></ul>                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"><li>• Create</li></ul>                         | <ul style="list-style-type: none"><li>• CommandParameter: IMediaOpenMedia</li><li>• ParentInteractionId: String</li><li>• InitialEmail: String</li><li>• UserData: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li><li>• SignatureParameters: Dictionary&lt;string, object&gt;</li></ul> |
| <ul style="list-style-type: none"><li>• AddRecentCall</li></ul>                  | <ul style="list-style-type: none"><li>• RecentIndex: ObjectTC</li></ul>                                                                                                                                                                                                                                  |

## Manage Voice Media

The following commands apply to the voice media only. The voice media is composed of Directory Numbers (DNs) available on the underlying switches. Through the below commands, you can:

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate the *Do Not Disturb* (DND) features;
- Start a new call;
- Manage a new Instant Messaging session.

| Default Commands                                                                                              | Parameters                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Chain</b> MediaVoiceDNDOff                                                                                 |                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• DNDOff</li></ul>                                                      | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel</li><li>• Reasons: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaVoiceDNDOOn                                                                                 |                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• DNDOOn</li></ul>                                                      | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel</li><li>• Reasons: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaVoiceLogOff                                                                                 |                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• NegotiatedLogout</li></ul>                                            | <ul style="list-style-type: none"><li>• Media: IMedia - Genesyslab.Desktop.Modules.Core.Model.Agents.IMedia</li></ul>                                                                     |
| <ul style="list-style-type: none"><li>• TLibUpdateSignature</li></ul>                                         |                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• SipEndpointPossibleToLogOff<br/><b>Available since:</b> 8.5</li></ul> |                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• LogOff</li></ul>                                                      | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel</li></ul>                                                                                |

| Default Commands                                                                                    | Parameters                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                     | <ul style="list-style-type: none"><li>• Queue: String</li><li>• Password: String</li><li>• Reasons: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul>                                                                                                                                                 |
| <ul style="list-style-type: none"><li>• SipEndpointLogOff<br/><b>Available since:</b> 8.5</li></ul> |                                                                                                                                                                                                                                                                                                                           |
| <b>Chain</b> MediaVoiceLogOn                                                                        |                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• UpdateTlibSignature</li></ul>                               |                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• SipEndpointLogOn<br/><b>Available since:</b> 8.5</li></ul>  |                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"><li>• LogOn</li></ul>                                             | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel</li><li>• Queue: String</li><li>• WorkMode: Identity - Genesyslab.Enterprise.Model.Identity.workmode</li><li>• Password: String</li><li>• Reasons: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaVoiceMakeCall                                                                     |                                                                                                                                                                                                                                                                                                                           |

| Default Commands                                                       | Parameters                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>CleanUpInteractionCode</li></ul> | <ul style="list-style-type: none"><li>CommandParameter: IMediaVoice - Genesyslab.Desktop.Modules.Core.Model.Agents.IMediaVoice</li><li>UserData: KeyValueCollection</li></ul>                                                                                                                                                 |
| <ul style="list-style-type: none"><li>ThreadingVoice</li></ul>         | <ul style="list-style-type: none"><li>UserData: String</li></ul>                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"><li>MakeCall</li></ul>               | <ul style="list-style-type: none"><li>CommandParameter: IMediaVoice</li><li>Destination: String</li><li>Location: String</li><li>MakeCallType: Genesyslab.Enterprise.Model.Interaction.MakeCallType</li><li>UserData: KeyValueCollection</li><li>Reasons: KeyValueCollection</li><li>Extensions: KeyValueCollection</li></ul> |
| <ul style="list-style-type: none"><li>AddRecentCall</li></ul>          | <ul style="list-style-type: none"><li>RecentIndex: ObjectTC</li></ul>                                                                                                                                                                                                                                                         |
| <b>Chain</b> MediaVoiceMakeIM                                          |                                                                                                                                                                                                                                                                                                                               |
| <ul style="list-style-type: none"><li>MakeIM</li></ul>                 | <ul style="list-style-type: none"><li>CommandParameter: IMediaVoice</li><li>Destination: String</li><li>Location: String</li><li>MakeCallType: Genesyslab.Enterprise.Model.Interaction.MakeCallType</li><li>UserData: KeyValueCollection</li></ul>                                                                            |

| Default Commands                                                      | Parameters                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | <ul style="list-style-type: none"><li>• Reasons: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul>                                                                                                                         |
| <ul style="list-style-type: none"><li>• AddRecentCall</li></ul>       | <ul style="list-style-type: none"><li>• RecentIndex: ObjectTC</li></ul>                                                                                                                                                                        |
| <b>Chain</b> MediaVoiceNotReady                                       |                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• UpdateTLibSignature</li></ul> |                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• NotReady</li></ul>            | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel</li><li>• Queue: String</li><li>• WorkMode: Identity</li><li>• Reasons: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaVoiceReady                                          |                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• UpdateTLibSignature</li></ul> |                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"><li>• Ready</li></ul>               | <ul style="list-style-type: none"><li>• EnterpriseAgent: IAgent</li><li>• Channel: IClientChanel</li><li>• Queue: String</li></ul>                                                                                                             |

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| Default Commands                                        | Parameters                                                                                                                                          |
|---------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                         | <ul style="list-style-type: none"><li>• WorkMode: Identity</li><li>• Reasons: KeyValueCollection</li><li>• Extensions: KeyValueCollection</li></ul> |
| <b>Chain</b> MediaVoiceStartIMSession                   |                                                                                                                                                     |
| <ul style="list-style-type: none"><li>• Start</li></ul> |                                                                                                                                                     |