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Workspace Desktop Edition Developer's Guide

Reference for Commands

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Reference for Commands



Purpose: To provide the list of customizable commands for Workspace Desktop Edition.

The following table provides the list of commands available for the Interaction workspace. Parameters are detailed in the related pages.

Important

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

Chains of Commands

Available chains of command	Related pages
- ActiveRecordingPauseRecordIxnScreenCommand - ActiveRecordingPauseRecordScreenCallCommand - ActiveRecordingResumeRecordIxnScreenCommand - ActiveRecordingResumeRecordScreenCallCommand - ActiveRecordingStartRecordIxnScreenCommand - ActiveRecordingStartRecordScreenCallCommand - ActiveRecordingStopRecordIxnScreenCommand - ActiveRecordingStopRecordScreenCallCommand	Active Recording
AskSaveModifiedContact	UCS
- ApplicationClose - BroadcastMessageClose - BroadcastMessageShow	Windows
BundleClose	- Chat - Callback - IM - E-Mails

Available chains of command	Related pages
	• Voice • Open Media • SMS • Work Items
• CampaignGetPreviewRecord	Outbound
• CancelConnectionCommand	Windows
• CancelOutboundChain • ClosePullPreviewRecord	Outbound
• ContactIsModified • ContactNotification • ContactOpenSearchWindow • ContactOpenToDialog • CreateInteractionUCSFromESDKInteraction • DeleteInteractionUCS	UCS
• InteractionCallbackAccept • InteractionCallbackActiveCustomerSession • InteractionCallbackCompleteCustomerSession • InteractionCallbackDecline • InteractionCallbackIsPossibleToClose • InteractionCallbackParkParent • InteractionCallbackPullParent • InteractionCallbackWorkflow	Callback
• InteractionChatAcceptChat • InteractionChatAutoCloseInteraction • InteractionChatAutoDisconnect • InteractionChatCloseInteraction	Chat

Available chains of command	Related pages
• InteractionChatCompleteConferenceAgent • InteractionChatCompleteTransferAgent • InteractionChatConferenceAgent • InteractionChatConsultPromptForEnd • InteractionChatConsultRelease • InteractionChatDeclineChat • InteractionChatDisconnectChat • InteractionChatDisconnectChatSessionChannel • InteractionChatDisconnectMonitoredChat • InteractionChatDisconnectMonitoredCoachChat • InteractionChatInitConsultation • InteractionChatInitiateConferenceOtherType • InteractionChatInviteAddInvitingParty • InteractionChatInviteRemoveInvitingParty • InteractionChatIsPossibleToClose • InteractionChatJoinChat • InteractionChatLeaveInteractionFromConference • InteractionChatPlaceInQueue • InteractionChatPushUrl • InteractionChatReconnect • InteractionChatReleasePartyFromConference • InteractionChatReleasePartyFromConsult • InteractionChatReopenChannel • InteractionChatSendMessage • InteractionChatTransferAgent • InteractionChatTypingStarted • InteractionChatTypingStopped • InteractionChatWorkflow	
• InteractionEmailActionOnOpenedEmailById • InteractionEmailClose • InteractionEmailDelete	E-Mails

Available chains of command	Related pages
- InteractionEmailDeleteById - InteractionEmailForward - InteractionEmailsPossibleToClose - InteractionEmailLoad - InteractionEmailMarkDoneById - InteractionEmailMoveToWorkbin - InteractionEmailPlaceInQueue - InteractionEmailPrint - InteractionEmailPullById - InteractionEmailPullFromWorkbinById - InteractionEmailReply - InteractionEmailReplyById - InteractionEmailResend - InteractionEmailSave - InteractionEmailSaveNewOutbound - InteractionEmailSend - InteractionEmailSendInterimReply - InteractionEmailTransferAgent - InteractionEmailWorkflow - InteractionEmailWorkflowFromInteractionESDK	
- InteractionIMClose - InteractionIMIsPossibleToClose - InteractionIMReleaseIM - InteractionIMSendMessage	IM
- InteractionInboundEmailPossibleToMoveToWorkbin - InteractionInboundEmailSearchAndMoveToWorkbin	E-Mails
- InteractionInternalConferenceInviteAccept - InteractionInternalConferenceInviteConferenceAgent - InteractionInternalConferenceInviteDecline	Open Media

Available chains of command	Related pages
- InteractionInternalConferenceInvitePull - InteractionInternalConferenceInviteSendInvite - InteractionInternalConferenceInviteStopProcessing	
- InteractionFilterSelected - InteractionManagementMarkDone - InteractionManagementMoveToQueueById - InteractionManagementMoveToWorkbinById - InteractionManagementSetAttachedData	Workbins
- InteractionOpenMediaCanPullInteraction - InteractionOpenMediaClose - InteractionOpenMediaCloseOnOutOfService - InteractionOpenMediaConferenceAgent - InteractionOpenMediaGetInteractionStateById - InteractionOpenMediaHandlingTimeout - InteractionOpenMediaMoveToQueue - InteractionOpenMediaMoveToWorkbin - InteractionOpenMediaPlaceInQueue - InteractionOpenMediaPullById - InteractionOpenMediaPullFromWorkbinById - InteractionOpenMediaPullFromWorkbinById - InteractionOpenMediaTransferAgent - InteractionOpenMediaUCSStopProcessing - InteractionOpenMediaUCSUpdate - InteractionOpenMediaWorkflow	Open Media
- InteractionOutboundEmailPossibleToMoveToWorkbin - InteractionOutboundEmailSearchAndMoveToWorkbin	E-Mails
InteractionPossibleToMoveToWorkbin	Workbins

Available chains of command	Related pages
• InteractionPushPreviewAccept • InteractionPushPreviewDecline • InteractionPushPreviewWorkflow	Outbound
• InteractionSetAttachedDataWithDelay	• Callback • Chat • IM • E-Mails • Voice • SMS • Open Media • Work Items
• InteractionSmsAccept • InteractionSmsCreateReplyMessage • InteractionSmsDecline • InteractionSmsDelete • InteractionSmsDisconnectSmsSessionChannel • InteractionSmsGetHistoricMessage • InteractionSmsIsPossibleToClose • InteractionSmsPlaceInQueue • InteractionSmsSendMessage • InteractionSmsSendNewMessage • InteractionSmsSendReplyMessage • InteractionSmsTransferAgent • InteractionSmsWorkflow	SMS
• InteractionUCSInQueue	UCS
• InteractionVoiceAlternateCall • InteractionVoiceAnswerCall • InteractionVoiceAutoCloseConsult	Voice

Available chains of command	Related pages
• InteractionVoiceBeforeClose • InteractionVoiceClose • InteractionVoiceCompleteConference • InteractionVoiceCompleteTransfer • InteractionVoiceDeleteFromConference • InteractionVoiceHoldCall • InteractionVoiceIfPossibleCloseInteraction • InteractionVoiceInitConference • InteractionVoiceInitTransfer • InteractionVoiceIsPossibleToClose • InteractionVoiceListenDisconnect • InteractionVoiceListenReconnect • InteractionVoiceMuteOff • InteractionVoiceMuteOn • InteractionVoicePauseRecordCall • InteractionVoiceReconnectCall • InteractionVoiceRecordCall • InteractionVoiceRedirectCall • InteractionVoiceReleaseCall • InteractionVoiceReportBadQualityOfMedia • InteractionVoiceResume • InteractionVoiceResumeRecordCall • InteractionVoiceRetrieveCall • InteractionVoiceSendDTMF • InteractionVoiceSingleStepConference • InteractionVoiceSingleStepTransfer • InteractionVoiceStopRecordCall	
• InteractionWorkItemAccept • InteractionWorkItemDecline • InteractionWorkitemMarkDoneById • InteractionWorkItemMoveToWorkbin	Work Items

Available chains of command	Related pages
- InteractionWorkItemPossibleToMoveToWorkbin - InteractionWorkitemPutBackToOriginalSource - InteractionWorkItemSearchAndMoveToWorkbin - InteractionWorkitemWorkflowFromInteractionESDK	
MarkProcessedOutboundChain	Outbound
MultipleInteractionsActionFromWorkbinById Added in 8.1.401	Workbins
MediaEmailCreateNewOutboundEmail	Place and Media
- MediaOpenMediaChangeStateReason - MediaOpenMediaDNDOff - MediaOpenMediaDNDOn - MediaOpenMediaLogOff - MediaOpenMediaLogOffPlace - MediaOpenMediaLogOn - MediaOpenMediaLogOnPlace - MediaOpenMediaNotReady - MediaOpenMediaReady - MediaSmsCreateNewOutboundPageMode - MediaVoiceDNDOff - MediaVoiceDNDOn - MediaVoiceLogOff - MediaVoiceLogOn - MediaVoiceMakeCall - MediaVoiceMakeIM - MediaVoiceNotReady - MediaVoiceReady - MediaVoiceStartIMSession	Place and Media
NotepadInsertTimeStamp	Windows

Available chains of command	Related pages
• OpenMediaEsdkInteractionPutBackInOriginalLocation	Open Media
• PossibleToCloseAllInteractions • PossibleToClosePullPreview • PossibleToClosePushPreview	Windows
• RejectOutboundChain	Outbound
• SetAttachedDataAndPutBack	Workbins
• SetLastCalledAgentUCS	UCS
• StartPreviewRecordOutbound	Outbound
• TeamCommunicatorAddToFavorite • TeamCommunicatorModifyFavorite • TeamCommunicatorOpenInteraction	Windows
• TeamLeadEndMonitoring • TeamLeadEndMonitoringChat • TeamLeadEndMonitoringVoice • TeamLeadMonitorAll • TeamLeadSetSupervisorBargeInChat • TeamLeadSetSupervisorBargeInVoice • TeamLeadSetSupervisorCoachChat • TeamLeadSetSupervisorCoachVoice • TeamLeadSetSupervisorMuteVoice • TeamLeadStopMonitor	Supervision
• ToasterAcceptPreview • ToasterDeclinePreview • ToasterInteractionAccept	Windows

Available chains of command	Related pages
• ToasterInteractionDecline • ToasterInteractionEmailAccept • ToasterInteractionEmailDecline • ToasterInteractionIMAccept • ToasterInteractionIMReject • ToasterInteractionOpenMediaAccept • ToasterInteractionOpenMediaDecline • ToasterInteractionPreviewAccept • ToasterInteractionPreviewDecline • ToasterShowBroadcastMessage	
• UpdateOutboundRecord	Outbound
• UpFrontPauseRecordingVoiceCallCommand • UpFrontPauseRecordingVoiceCallCommandImplicit • UpFrontResumeRecordingVoiceCallCommand • UpFrontResumeRecordingVoiceCallCommandImplicit Added in 8.5	Voice
• WindowClose • WindowInteractionClose	Windows
• WorkbinPreSelectedByName • WorkbinPullInteraction • WorkbinPushInteraction • WorkbinSelected	Workbins