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Workspace Desktop Edition Developer's Guide

Work Items

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Contents

- 1 Work Items
 - 1.1 Learn about Work Items
 - 1.2 Managing Work Items
 - 1.3 References

Work Items

Purpose: To provide information about customizable commands.

Learn about Work Items

Work items are extended interactions that your application can configure through the Configuration Manager. Basically, they implement the open media interactions. The commands presented in this page are restricted to the work items. In addition to the work-items commands, you can use:

- **Open Media** to place interactions in a given queue, move them to workbins, and so on.

Important

Read **Use Customizable Commands** to see code snippets which demonstrate the usage of the commands.

Managing Work Items

The commands presented in this section are specific to work item interactions and cover the following features (this list is not exhaustive):

- Accept or decline a given work item;
- Pull and place in workbins;
- Close or stop the interactions.

Chains of Commands to Manage Workitems

Default Commands	Parameters
Chain InteractionWorkItemAccept	
Accept	- CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia - Extensions: KeyValueCollection
Chain InteractionWorkItemDecline	
Decline	- CommandParameter: IInteractionOpenMedia - Reasons: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection - Extensions: KeyValueCollection
Close	CommandParameter: IInteractionOpenMedia
Chain InteractionWorkitemMarkDoneById	
GetEsdkInteraction Available since: 8.5	CommandParameter: String
IsDispositionMissing Available since: 8.5	EsdkOpenMediaInteraction: IOpenMediaInteraction - Genesys.Enterprise.Model.Interaction.IOpenMediaInteraction
ConfirmWorkitem	- ActionToConfirm: String - System.String - ConfirmParentWindow: Window - System.Window.Window

Default Commands	Parameters
MarkDoneIdWorkitem	- CommandParameter: String - WorkbinId: String
Chain InteractionWorkItemMoveToWorkbin	
IsContactModified	Caseld: String
IsWorkbinDestinationDefined	- WorkbinId: String - WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia - IgnoreInteractionFromWorkbinId: String Added in 8.5
SetAttachedDadaInformation	CommandParameter: IInteractionOpenMedia
UpdateInteractionUCS	CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
MoveToWorkbin	- CommandParameter: IInteractionOpenMedia - WorkbinId: String - WorkbinParameter: String WorkbinType: WorkbinType Deprecated in 8.5

Default Commands	Parameters
UpdateContactInformation	CommandParameter: IInteractionOpenMedia
Chain InteractionWorkItemPossibleToMoveToWorkbin	
SetWorkbinDefinition	- WorkbinId: String output parameter - System.String output parameter - WorkbinOptionName: String, output parameter - System.String, output parameter - CommandParameter: IInteractionOpenMedia
IsWorkbinDestinationDefined	- WorkbinId: String - WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia - IgnoreInteractionFromWorkbinId: String Added in 8.5
Chain InteractionWorkitemPutBackToOriginalSource	
IsContactModified	Caseld: String
PutBackWorkitem	- CommandParameter: IInteractionOpenMedia - Destination: String - Reason: KeyValueCollection - Extensions: KeyValueCollection

Default Commands	Parameters
Close	CommandParameter: IInteractionOpenMedia
UpdateContactInformation	CommandParameter: IInteractionOpenMedia
Chain InteractionWorkItemSearchAndMoveToWorkbin	
IsContactModified	Caseld: String
SearchAndMoveToWorkbin	
Chain InteractionWorkitemWorkflowFromInteractionESDK	
ESDKWorkflow	- CommandParameter: IIOpenMediaInteraction - Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteraction - Workflow: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection - AttachedDataInformation: IDispositionCode - Genesyslab.Desktop.Modules.Core.Model.Interactions.IDispositionCode - DispositionCode: KeyValueCollection
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	CommandParameter: IInteraction

Default Commands	Parameters
	AttachedData: KeyValueCollection
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
UpdateNotePadForVoice	CommandParameter: IInteractionsBundle
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle
IsContactModified	Caseld: String
IsPossibleToClose	CommandParameter: IInteractionsBundle
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle
Close	CommandParameter: IInteractionsBundle
StopInteractionVoiceUCS	CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign

References