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Workspace Desktop Edition Developer's Guide

Workbins

12/17/2025

Workbins

Purpose: To provide information about customizable commands.

Learn about Workbin Commands

These commands manage selections in workbins.

Important

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

Managing Workbin Selections

The following commands cover:

- Selections in workbins;
- Push and Pull interactions.

Chains of Commands to Manage Workbin Selections

Default Commands	Parameters
Chain InteractionFilterSelected	
InteractionFilterSelected	- WorkbinName: string - System.string - WorkbinNameDisplay: string - WorkbinGroupName: string - WorkbinGroupNameDisplay: string
Chain InteractionPossibleToMoveToWorkbin	
IsContactModified	CasId: String - System.String
IsWorkbinDestinationDefined	- WorkbinId: String - WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interaction.IInteractionOpenMedia - IgnoreInteractionFromWorkbinId: String - Added in 8.5.0
Chain InteractionManagementMarkDone	
MediaTypeMarkDone	mediaType: String
Chain InteractionManagementMoveToQueueById	
Confirm	ActionToConfirm: String

Default Commands	Parameters
	ConfirmParentWindow: Window - System.Window.Window
PlaceInQueue	- CommandParameter: String - Destination: String
AddRecentCall	RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
Chain InteractionManagementMoveToWorkbinById	
Confirm	- ActionToConfirm: String - ConfirmParentWindow: Window
MoveToWorkbin	- CommandParameter: String - DestinationId: String - DestinationParameter: String
AddRecentCall	RecentIndex: ObjectTC
Chain InteractionManagementSetAttachedData	
TeamLeadSetAttachedData	CommandParameter: String
Chain MultipleInteractionsActionFromWorkbinById	

Default Commands	Parameters
Confirm	- ConfirmMessageText: String - ConfirmParentWindow: Window
MultipleInteractionsCommand	- nbInteractions: Int32 - System.Int32 - interactionId + i: String - mediaType + i: String - BasicActionNameBasicActionNameDicold: String Renamed in 8.5 - SingleActionChainOfCommandName: String
Chain SetAttachedDataAndPutBack	
EsdkSetAttachedData	- CommandParameter: IOpenMediaInteraction - Genesyslab.Enterprise.Model.Interaction.IOpenMediaInteraction - UserData: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
PutBack	
UpdateCaseDataInteractionsFilter	- CommandParameter: IOpenMediaInteraction - UserData: KeyValueCollection - ParentView: IWorkbinsView - Genesyslab.Desktop.Modules.OpenMedia.View.WorkbinsView.IWorkbinsView
Chain WorkbinPreSelectedByName	

Default Commands	Parameters
ShowSelectedDetail	
Chain WorkbinPullInteraction	
ShowSelectedDetail	
Chain WorkbinPushInteraction	
ShowSelectedDetail	
Chain WorkbinSelected	
NewWorkbinSelected	- WorkbinName: string - System.string - WorkbinNameDisplay: string - WorkbinGroupName: string - WorkbinGroupNameDisplay: string