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# Workspace Desktop Edition Developer's Guide

[Callback](#)

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# Callback



**Purpose:** To provide information about callback commands.

## Learn about Callback Commands

The commands in this page are restricted to callback operations. However, callback interactions are extended open media interactions and can be used as such in open media commands.

You can also use specific **Open Media** which apply to open media interactions in some GUI components.

### Important

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

## Managing Callback Interactions

Open media commands cover the following features (this list is not exhaustive):

- Accept and decline;
- Place in queue;
- Transfer;
- Move to workbins.

### Chains of Commands to Manage Callback Interactions

Default commands	Parameters
<b>Chain</b> InteractionCallbackAccept	
AcceptCallback	<ul style="list-style-type: none"> <li>• CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.II...</li> <li>• Extensions: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollectio...</li> </ul>
<b>Chain</b> InteractionCallbackActiveCustomerSession	

Default commands	Parameters
ActiveCustomerSessionCallback	CommandParameter: IInteractionCallback - Genesyslab.Desktop.Modules.Callback.Model.Interactions.IInteract
<b>Chain</b> InteractionCallbackCompleteCustomerSession	
CompleteCustomerSessionCallback	CommandParameter: IInteractionCallback
<b>Chain</b> InteractionCallbackDecline	
DeclineCallback	<ul style="list-style-type: none"> <li>• CommandParameter: IInteractionOpenMedia</li> <li>• Reasons: KeyValueCollection</li> <li>• Extensions: KeyValueCollection</li> </ul>
Close	CommandParameter: IInteractionOpenMedia
<b>Chain</b> InteractionCallbackIsPossibleToClose	
IsPossibleToClose	CommandParameter: IInteractionCallback
<b>Chain</b> InteractionCallbackParkParent	
ParkCallback	CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
<b>Chain</b> InteractionCallbackPullParent	
PullCallback	<ul style="list-style-type: none"> <li>• CommandParameter: IInteraction</li> <li>• IW_WebcallbackInteractionId: String</li> </ul>
<b>Chain</b> InteractionCallbackWorkflow	
RescheduleCallback	CommandParameter: IInteractionCallback
UpdateInteractionUCS	CommandParameter: IInteraction
<ul style="list-style-type: none"> <li>• MarkProcessedCallback</li> </ul>	CommandParameter: IInteractionCallback
<b>Commands common to all interactions</b>	
<b>Chain</b> InteractionSetAttachedDataWithDelay	
SetAttachedData	<ul style="list-style-type: none"> <li>• CommandParameter: IInteraction</li> <li>• AttachedData: KeyValueCollection</li> </ul>
<b>Chain</b> BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle -

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Default commands	Parameters
	Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
UpdateNotePadForVoice	• CommandParameter: IInteractionsBundle
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