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Workspace Desktop Edition Developer's Guide

Gadget Windows

4/2/2025

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Gadget Windows

Tip

If you want to highlight the functional areas in the Workspace UI with the red boxes and descriptions shown in the screen shots in this topic, on a *non-production* developer workstation, either configure the value of the `keyboard.shortcut.action.test.hidden` developer option in the `interactionworkspace.exe.config` file or in Configuration Server using GAX, to a keyboard short cut, such as: `Ctrl+P`. When you press the keyboard shortcut, the functional areas are highlighted.

Genesys recommends that you set this option at the agent level for testing purposes before setting it higher up in the option hierarchy or in the `interactionworkspace.exe.config` file.

Upon execution of the file, the following files are generated in the execution folder:

- `DumpChainOfCommandsInHTML.htm` containing all chains of commands available in the product in html format.
- `DumpChainOfCommandsInWikiMarkup.txt` containing all chains of commands available in the product in wiki format.
- `DumpKeyboardShortcut.htm` containing the list of all commands that can be triggered by a shortcut, and the shortcut configured if any.
- `DumpViewTree.htm` containing all regions.
- `DumpFullTreeView.htm` (when full tree view is specified) containing view tree names.



Purpose: To present the list of gadget windows that your application can customize.
Updated in 8.1.3, 8.1.4, 8.5

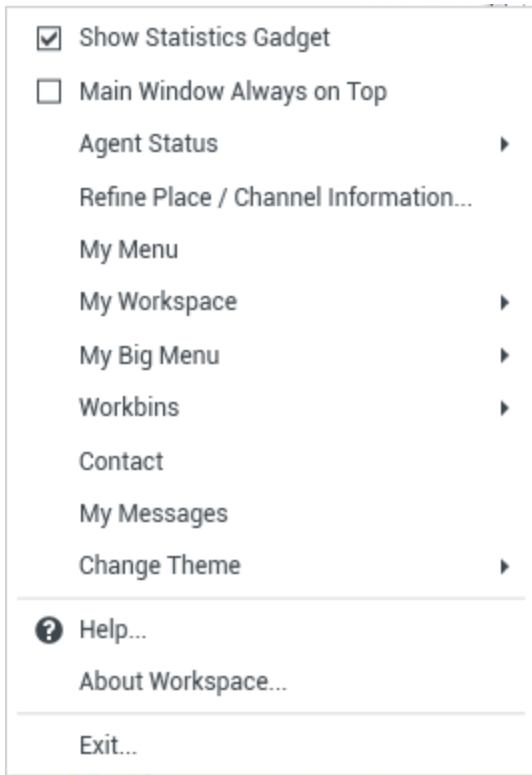
Important

The Gadget mode is not compatible with the floating and pinned mode in 8.5. See the [migration page for further details](#).

Window SystemTrayView

Available since: 8.1.0

- **Window:** `SystemTrayView (ISystemTrayContextMenu)` `<ref name="Windows" />`



SystemTrayView is a pop-up menu that you get by right-clicking on your minimized application.

Window GadgetMyWorkspaceWindow

Updated in: 8.1.3

The GadgetMyWorkspaceWindow window contains a GadgetMyWorkspaceViewRegion region which enables you to display views and regions of the workspace:

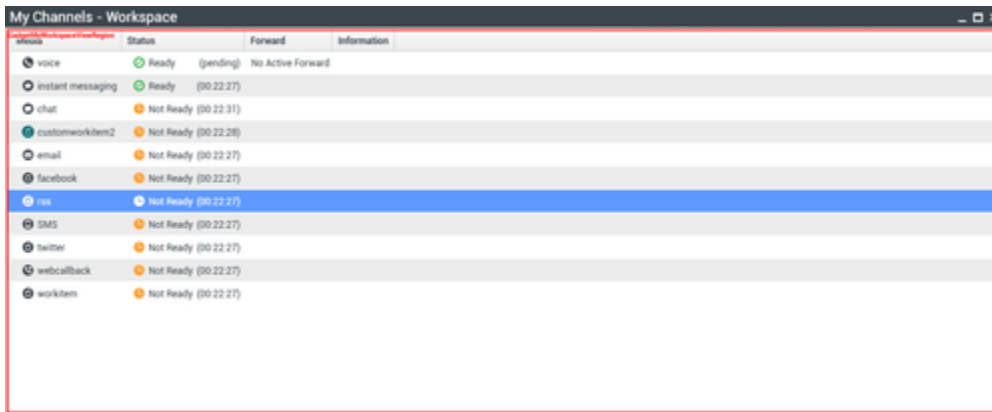
- **View: GadgetMyChannelsWindow**—The agent channels, with the place status.
- **View: GadgetMyHistoryWindow**—The agent's history.
- **View: GadgetWorkbinsContainerView** —The workbins explorer and menu.
- **View: GadgetMyStatisticsWindow**—The agent's statistics.
- **View: GadgetCallCenterStatisticsWindow**—The call center statistics.
- **View: GadgetMyMessages**—The agent's messages.
- **View: GadgetContactContainerView**—Displays the contact directory
- **View: GadgetMyCampaignsWindow**—The campaign's messages .

View GadgetMyChannelsWindow

Available since: 8.0.1

Description: Displays the channel and place status of the agent.

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
 - **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetMyChannelsWindow (IMyPlaceStatusView) <ref name="Windows" />



The GadgetMyChannelsWindow in the GadgetMyWorkspaceViewRegion

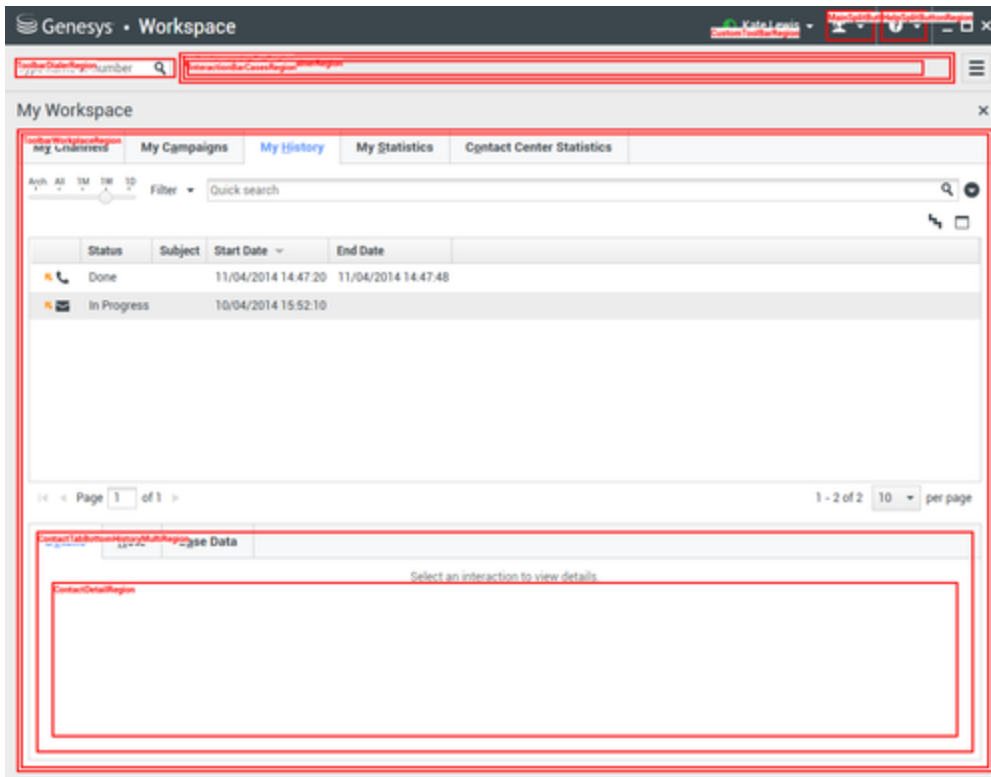
View GadgetMyHistoryWindow

Available since: 8.0.1; updated in: 8.1.2

Description: Displays the history view of the agent:

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
 - **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetMyHistoryWindow (IMyContactHistoryView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactHistoryErrorRegion
 - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDetailRegion
 - **View:** FormerContactDetailContentView (IFormerContactDetailContentView) <ref name="Contacts" />
 - **Region:** ControlListAttachmentRegion

- **View:** AttachmentView (IAttachmentView) (Module: Genesyslab.Desktop.Modules.Windows)
- **View:** CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback" >Module: Genesyslab.Desktop.Modules.Callback</ref>
Added in: 8.1.4
 - **Region:** ContactDetailCallbackInformationRegion
 - **View:** ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OpenMediaContactDetailContentView (IContactDetailContentView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** ControllistAttachmentRegion
 - **View:** AttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
- **View:** NotepadView (INotepadView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticCaseDataRegion
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>



GadgetMyHistoryWindow in the GadgetMyWorkspaceViewRegion (full resolution)

View GadgetWorkbinsContainerView

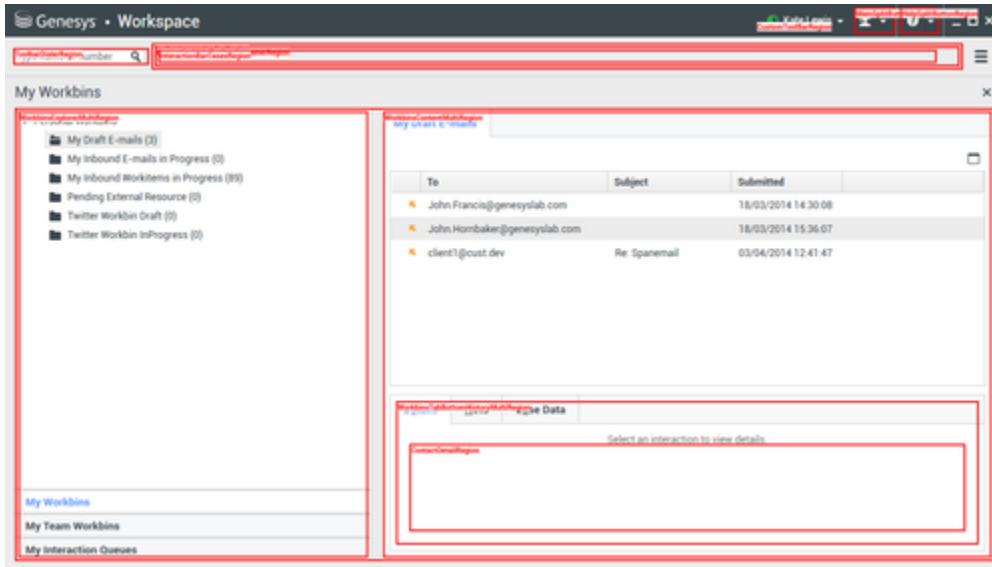
Available since: 8.1.0; updated in: 8.1.3, 8.1.4

Description: Displays the workbins views of the selected workbins:

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetWorkbinsContainerView (IMainToolBarWorkbinsContainerView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** WorkbinsExplorerMultiRegion (Multi-view)
 - **View:** WorkbinsExplorerViewMyWorkbinsExplorerView (IWorkbinsExplorerView) <ref name="OpenMedia" /> Modified in 8.1.4
 - **Region:** WorkbinsExplorerViewErrorRegion
 - **View:** WorkbinsExplorerViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **View:** MyTeamWorkbinsExplorerView (ITeamLeadWorkbinsExplorerView) <ref name="OpenMedia" />
 - **Region:** MyTeamWorkbinsExplorerViewErrorRegion

- **View:** MyTeamWorkbinsExplorerViewErrorView (ILastAlertErrorView) <ref name="Windows" />
- **View:** MyInteractionFiltersExplorerView (IInteractionFiltersExplorerView) <ref name="OpenMedia" />
- **Region:** WorkbinsContentMultiRegion (Multi-view)
 - **View:** WorkbinsView (IWorkbinsView) <ref name="OpenMedia" />
 - **Region:** WorkbinsViewErrorRegion
 - **View:** WorkbinsViewErrorView (ILastAlertErrorView) <ref name="Windows" />
 - **Region:** WorkbinsTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) (Module: Genesyslab.Desktop.Modules.Contacts)
 - **Region:** ContactDetailRegion
 - **View:** FormerContactDetailContentView (IFormerContactDetailContentView) <ref name="Contacts" > Module: Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ControllistAttachmentRegion
 - **View:** ControllistAttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback" /> Added in: 8.1.4
 - **Region:** ContactDetailCallbackInformationRegion
 - **View:** ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OpenMediaContactDetailContentView (IOpenMediaContactDetailContentView) <ref name="OpenMedia" > Module: Genesyslab.Desktop.Modules.OpenMedia</ref>
 - **Region:** ControllistAttachmentRegion
 - **View:** ControllistAttachmentView (IAttachmentView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** ContactHistoryNotepadView (INotepadView) <ref name="Windows" />
 - **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows" />
 - **Region:** StaticCaseDataRegion
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>

- **Region:** StaticDispositionCodeRegion
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows" > Module: Genesyslab.Desktop.Modules.Windows</ref>



GadgetWorkbinsContainerView in GadgetMyWorkspaceViewRegion (full resolution)

View GadgetMyStatisticsWindow

Available since: 8.1.3

Description: Displays the agent's statistics.

Window: A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** **GadgetMyStatisticsWindow**(IMyStatisticsView) <ref name="Statistics">Module: Genesyslab.Desktop.Modules.Statistics </ref>

| My Performance Indicator | Personal | Agent Group G3 | Agent Group 80001 | Agent Group Everybody | Web-Callback distribution for processing |
|------------------------------------|----------|----------------|-------------------|-----------------------|--|
| Total number inbound calls (Voice) | 0% | | | | |
| Total number internal calls | 0% | | | | |
| Total number outbound calls | 0% | 0 | 0 | 0 | 0 |
| Total Number of Refused Calls | 100% | 0 | 0 | 0 | 0 |
| Total Number of Transferred Calls | 0% | 0 | 0 | 0 | 0 |
| Total login time | 00:00:29 | | | | |
| Current Ready duration | 00:00:00 | | | | |
| Current Wrap up duration | 00:00:00 | | | | |
| Current talk duration | 00:11:47 | | | | |
| Current hold duration | 00:00:00 | | | | |

GadgetMyStatisticsWindow in GadgetMyWorkspaceViewRegion

View GadgetCallCenterStatisticsWindow

Available since: 8.1.3

Description: Displays the Call Center Statistics panel: **Window:** A window identifier (IGadgetMyWorkspaceWindowView) (Module: Genesyslab.Desktop.Modules.Windows)

- **Region:** GadgetMyWorkspaceViewRegion
 - **View:** **GadgetCallCenterStatisticsWindow**(IMyCallCenterStatisticsView) <ref name="Statistics" />



| resource | Description | Value |
|-------------------|---|----------|
| Voice Queue 80001 | Number of agents logged in the queue | 1 |
| Voice Queue 80001 | Number of interactions waiting in the queue | 0 |
| Voice Queue 80001 | Number of interactions distributed in the queue | 0 |
| Voice Queue 80001 | Number of interactions abandoned in the queue | 0 |
| Voice Queue 80001 | Average time interactions wait in the queue | 00:00:00 |

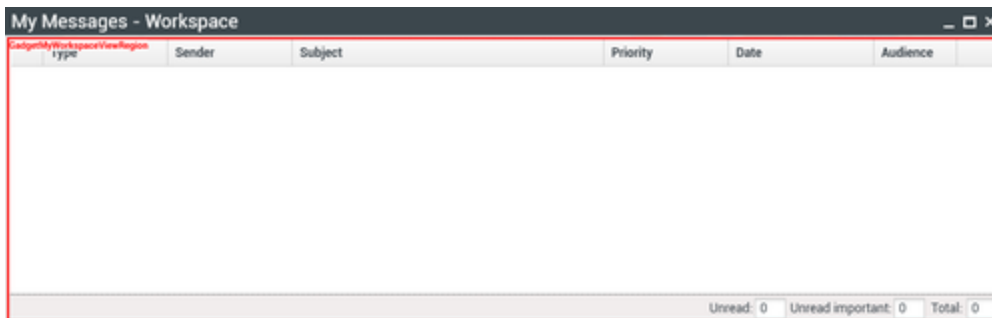
GadgetCallCenterStatisticsWindow in GadgetMyWorkspaceViewRegion

View GadgetMyMessages

Available since: 8.0.1

Description: Displays the agent's messages.

- **Window:** A window identifier (IGadgetMyWorkspaceWindowView) <ref name="Windows" />
 - **Region:** GadgetMyWorkspaceViewRegion
 - **View:** **GadgetMyMessagesWindow** (IMyBroadcastMessageView) <ref name="Windows" />



| type | Sender | Subject | Priority | Date | Audience |
|------|--------|---------|----------|------|----------|
|------|--------|---------|----------|------|----------|

Unread: 0 Unread important: 0 Total: 0

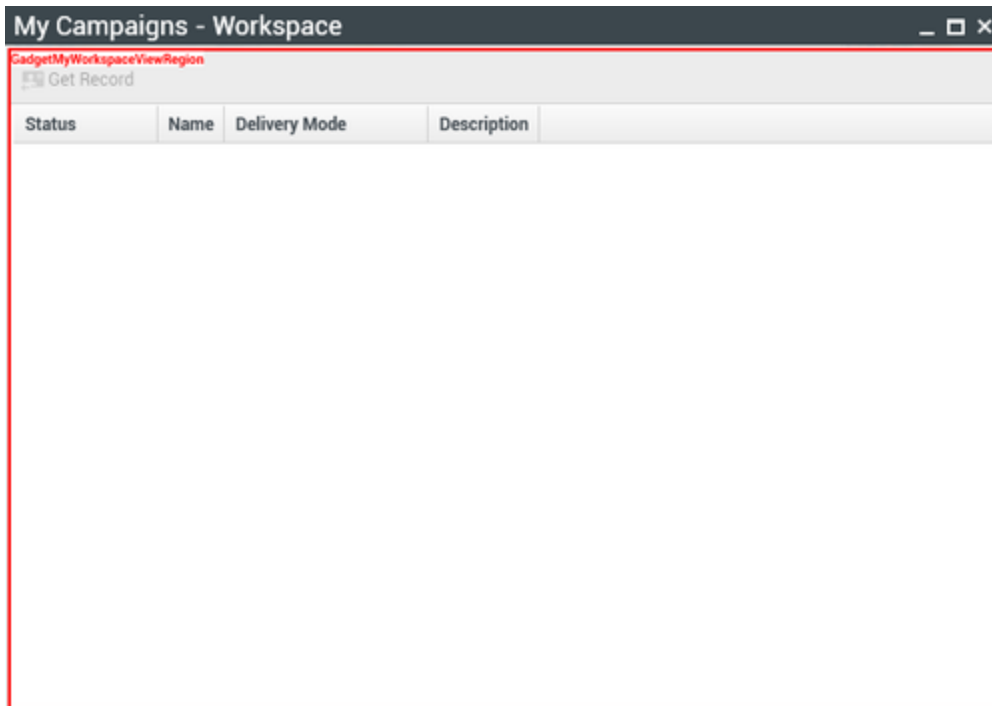
GadgetMyMessagesWindow in GadgetMyWorkspaceViewRegion

View GadgetMyCampaignsWindow

Available since: 8.1.1

Description: Displays the campaign's messages.

- **Window:** A window identifier (IGadgetMyWorkspaceWindow) `<ref name="Windows" />`
 - **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetMyCampaignsWindow (IMyCampaignsView) `<ref name="Outbound">Module: Genesyslab.Desktop.Modules.Outbound</ref>`
 - **Region:** CampaignsErrorRegion
 - **View:** campaignsErrorView (ILastAlertErrorView) `<ref name="Windows" />`



GadgetMyCampaignsWindow

View GadgetContactContainerView

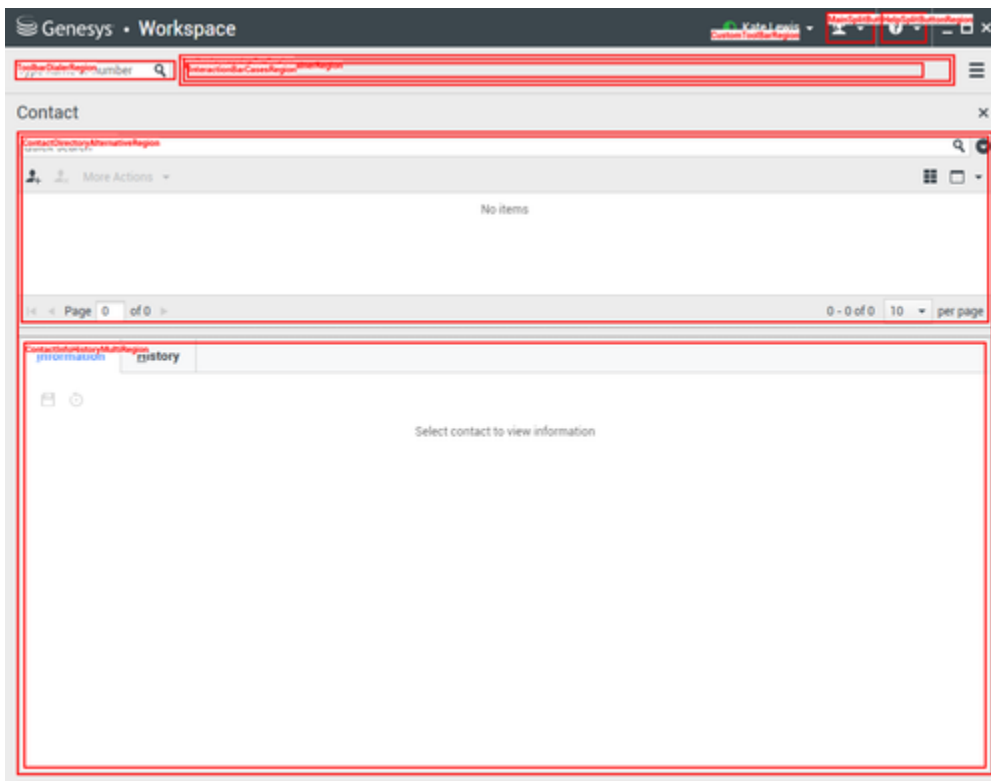
Added in 8.5

Description: Displays the contact directory.

- **Window:** GadgetMyWorkspaceWindow (IGadgetMyWorkspaceWindow) `<ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
 - **Region:** GadgetMyWorkspaceViewRegion
 - **View:** GadgetContactContainerView (IMainToolbarContainerView) `<ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>`
 - **Region:** ContactDirectoryMultiRegion (Multi-view)
 - **View:** ContactDirectoryView (IContactDirectoryView) `<ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>`

- **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **Region:** ContactDirectoryAlternativeRegion
Added in 8.5
 - **View:** ContactDirectoryView (IContactDirectoryView) <ref name="Contacts" />
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows" />
- **Region:** ContactInfoHistoryMultiRegion (Multi-view)
 - **View:** ContactInformationView (IContactInformationView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactInformationErrorRegion
 - **View:** ContactInformationErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ContactHistoryView (IMyContactHistoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactHistoryErrorRegion
 - **View:** ContactHistoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **Region:** ContactTabBottomHistoryMultiRegion (Multi-view)
 - **View:** ContactDetailView (IContactDetailView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDetailRegion
 - **View:** FormerContactDetailContentView (IFormerContactDetailContentView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView (IAttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **View:** CallbackContactDetailContentView (ICallbackContactDetailContentView) <ref name="Callback" />
Added in: 8.1.4
 - **Region:** ContactDetailCallbackInformationRegion
 - **View:** ContactDetailCallbackInformationView (IGenericDataView) <ref name="Windows" />
 - **View:** OpenMediaContactDetailContentView (IOpenMediaContactDetailContentView) <ref name="OpenMedia">Genesyslab.Desktop.Modules.OpenMedia</ref>

- **Region:** ControlListAttachmentRegion
 - **View:** AttachmentView ControlListAttachmentView (AttachmentView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** NotepadViewContactHistoryNotepadView (INotepadView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
- **View:** ContactHistoryCaseDataView (IStaticCaseDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticCaseDataRegion
 - **View:** StaticCaseDataView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>
 - **Region:** StaticDispositionCodeRegion
 - **View:** StaticDispositionCodeView (IGenericDataView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>



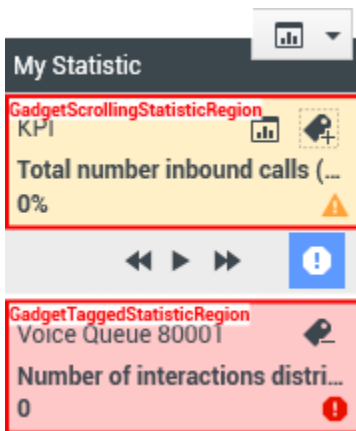
(full resolution)

Window GadgetStatisticsWindow

Available since: 8.1.0

Description: This gadget window displays a specific GUI for agent statistics.

- **Window:** GadgetStatisticsWindow (IGadgetStatisticsWindow) <ref name="Statistics" >Module: Genesyslab.Desktop.Modules.Statistics</ref>
 - **Region:** GadgetScrollingStatisticRegion
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />
 - **Region:** GadgetTaggedStatisticRegion (Multi-view)
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />
 - **View:** GadgetSingleStatView (IGadgetSingleStatView) <ref name="Statistics" />



GadgetStatisticsWindow

References