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Workspace Desktop Edition Developer's Guide

IM

5/1/2025

IM



Purpose: To provide information about customizable commands for the windows.

Learn about IM Commands

IM stands for Instant Messaging and is a feature provided by underlying SIP T-Servers and Switches. As a consequence, IM is not part of the open media offer. IM interactions are related to Voice interactions and voice media. In addition to the commands listed below, you can also read the following pages:

- [Commands for the Voice Media](#) to manage the creation of IM sessions.
- [Manage Toaster](#) which also accepts and rejects IM interactions.

Important

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

IM Commands

Chains of Commands to Manage IM Interactions

Default Commands	Parameters
Chain InteractionIMClose	
IsPossibleToClose	CommandParameter: IInteractionIM -Genesyslab.Desktop.Modules.Voice.Model.Interactions.IInteractionIM
Close	CommandParameter: IInteractionIM
Chain InteractionIMIsPossibleToClose	
IsPossibleToClose	CommandParameter: IInteractionIM
Chain InteractionIMReleaseIM	
PromptEnd	- CommandParameter: IInteraction - IInteraction - ConfirmParentWindow: Window
Release	- CommandParameter: IInteractionIM - Reasons: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionIMSendMessage	
SendMessage	- CommandParameter: IInteractionIM - Content: string - System.String

Default Commands	Parameters
	• ContentType: string
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	• CommandParameter: IInteraction • AttachedData: KeyValueCollection
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle - 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

Default Commands	Parameters
StopInteractionVoiceUCS	CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign