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Workspace Desktop Edition Developer's Guide

SMS

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SMS

Purpose: To provide information about customizable commands.

Learn about SMS Commands

These commands manage operations on SMS interactions.

Important

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

Managing SMS Interactions

Chains of Commands to Manage SMS Interactions

Default Commands	Parameters
Chain InteractionSmsAccept	
Accept	CommandParameter: IInteractionSms - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Sms.IInteractionSms
Chain InteractionSmsCreateReplyMessage	
IsPossibleToCreate	SourcePhoneNumber: String - System.String
IsItPossibleToSendPageSms	OutboundQueue: String
SetContext	CorrelatorData: String

Default Commands	Parameters
Create	- CommandParameter: IMediaOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia - Subtype: String - ParentInteractionId: String(Enterprise Service ID) - SourcePhoneNumber: String - DestinationPhoneNumber: String - InputQueues: ICollection - System.Collections.Generic.ICollection - OutputQueues: ICollection - - UserData: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection - Extensions: KeyValueCollection - CorrelatorData: String
CreateUCS	EsdkInteraction: IInteraction - Genesyslab.Enterprise.Model.Interaction.IInteraction - ParentInteractionId: String
Chain InteractionSmsDecline	
Decline	- CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia - Reasons: KeyValueCollection - Extensions: KeyValueCollection

Default Commands	Parameters
Close	CommandParameter: IInteractionOpenMedia
Chain InteractionSmsDelete	
Confirm	- ActionToConfirm: String - ConfirmParentWindow: Window - System.Window.Window
IsContactModified	Caseld: String
Delete	CommandParameter: IInteractionOpenMedia
Chain InteractionSmsDisconnectSmsSessionChannel	
Disconnect	CommandParameter: IInteractionOpenMedia
Chain InteractionSmsGetHistoricMessage	
ExtractInteractions	- CommandParameter: String (contactId) - ListAttributes: StringList - Genesyslab.Platform.Contacts.Protocols.ContactServer.StringList - MediaTypes: String (list of media type seperated by comma.) - TimeFrame: System (time frame in hour) - ExcludedInteractions: IList<T> - System.Collections.Generic.IList<T> (interaction id) - InteractionsUCS: IList<T> (output parameter).

Default Commands	Parameters
DecodeInteractions	- InteractionsUCS: IList<T> - SmsMessages: ArrayList - System.Collections.ArrayList</ref>; the collection contains [ISmsMessage - Genesyslab.Desktop.Modules.Contacts.Decoder.Sms.ISmsMessage, output parameter].
Processing	- ModelView: ISmsViewModel - Genesyslab.Desktop.Modules.OpenMedia.Windows.Interactions.MediaView.Sms.InteractionMediaView - Interaction: Interaction - Genesyslab.Desktop.Modules.Core.Model.Interactions.Interaction - SmsMessages: ArrayList - System.Collections.ArrayList; the collection contains [ISmsMessage- Genesyslab.Desktop.Modules.Contacts.Decoder.Sms.ISmsMessage, output parameter].
Chain InteractionSmsIsPossibleToClose	
IsContactModified	Caseld: String
IsPossibleToClose	CommandParameter: IInteractionSms- Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Sms.IInteractionSms
Chain InteractionSmsPlaceInQueue	
UpdateInteractionUCS	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel

Default Commands	Parameters
IsContactModified	CasId: String
SaveAttachedData	- CommandParameter: IInteractionOpenMedia - UserData: KeyValueCollection
SetAutoClosePageMode	CommandParameter: IInteractionOpenMedia
PlaceInQueue	- CommandParameter: IInteractionOpenMedia - Destination: String - Reason: KeyValueCollection - Extensions: KeyValueCollection
SetAutoCloseSessionMode	CommandParameter: IInteractionOpenMedia
ReleaseParty	CommandParameter: IInteractionSms
AddRecentCall	RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
Chain InteractionSmsSendMessage	
IsContactModified	CasId: String

Default Commands	Parameters
IsDispositionCodeMandatory	CommandParameter: IInteractionSms
SendMessage	- CommandParameter: IInteractionSms - Visibility: String - Message: String
MimizeWindow	- CommandParameter: IInteractionSms - Window: Window - InteractionContainerType: Genesyslab.Desktop.Modules.Windows.Views.Interactions.Container
Chain InteractionSmsSendMessage	
IsContactModified	Caseld: String
IsItPossibleToSendPageSms	OutboundQueue: String
Send	- CommandParameter: IInteractionSms - OutboundQueue: String - SourcePhoneNumber: String - Reason: KeyValueCollection - Extensions: KeyValueCollection - CorrelatorData: String

Default Commands	Parameters
UpdateInteractionUCS	CommandParameter: IInteraction
Chain InteractionSmsSendMessage	
IsContactModified	Caseld: String
IsItPossibleToSendPageSms	OutboundQueue: String
Send	- CommandParameter: ISMSInteraction - Genesyslab.Enterprise.Model.Interaction.ISMSInteraction - OutboundQueue: String - Reason: KeyValueCollection - Extensions: KeyValueCollection - CorrelatorData: String
CloseParentInteraction	ParentInteraction: CommandParameter - CommandParameter
Chain InteractionSmsTransferAgent	
SetAutoClosePageMode	CommandParameter: IInteractionOpenMedia
RequestSaveNotepad	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel - Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel

Default Commands	Parameters
TransferAgent	- CommandParameter: IInteractionOpenMedia - Destination: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
SetAutoCloseSessionMode	CommandParameter: IInteractionOpenMedia
ReleaseParty	CommandParameter: IInteractionSms
AddRecentCall	RecentIndex: ObjectTC
Chain InteractionSmsWorkflow	
PromptDone	- CommandParameter: IInteractionOpenMedia - ConfirmParentWindow: Window - System.Window.Window
ExitJoinIssue Available since: 8.5	- CommandParameter: Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Sms.IInteractionSms - Reason: KeyValueCollection - Extensions: KeyValueCollection
ReleaseParty	CommandParameter: IInteractionSms

Default Commands	Parameters
UpdateInteractionUCS	CommandParameter: IInteraction
Workflow	- CommandParameter: IInteractionOpenMedia - Workflow: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
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	Caseld: String

Default Commands	Parameters
IsPossibleToClose	CommandParameter: IInteractionsBundle
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle
Close	CommandParameter: IInteractionsBundle
StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign