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# Workspace Desktop Edition Developer's Guide

Supervision

4/9/2025

# Supervision

**Purpose:** To provide information about customizable commands for the supervision features.

## Learn about Supervision

The following commands apply to supervisor buttons available in toolbars and toaster components that your application can customize. For further information, see [Views and Regions](#), which lists the type of available components.

### Important

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

## Manage Monitoring

The following commands are use to manage supervision.

## Chains of Commands to Manage Monitoring

Default Commands	Parameters
<b>Chain</b> TeamLeadEndMonitoring	
<ul style="list-style-type: none"> <li>EndMonitoring</li> </ul>	
<b>Chain</b> TeamLeadEndMonitoringChat	
<ul style="list-style-type: none"> <li>EndMonitoringChat</li> </ul>	
<b>Chain</b> TeamLeadEndMonitoringVoice	
<ul style="list-style-type: none"> <li>EndMonitoringVoice</li> </ul>	
<b>Chain</b> TeamLeadIntrudeCurrentChat	
<ul style="list-style-type: none"> <li>IntrudeCurrentChat</li> </ul>	
<ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>	<ul style="list-style-type: none"> <li>RecentIndex: ObjectTC</li> </ul>
<b>Chain</b> TeamLeadIntrudeCurrentVoice	
<ul style="list-style-type: none"> <li>IntrudeCurrentVoice</li> </ul>	
<ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>	<ul style="list-style-type: none"> <li>RecentIndex: ObjectTC</li> </ul>
<b>Chain</b> TeamLeadIsItPossibleToMonitor	
<ul style="list-style-type: none"> <li>IsItPossibleToMonitor</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String (employeeID)</li> </ul>

## Supervision

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Default Commands	Parameters
	<ul style="list-style-type: none"><li>IsItPossibleToMonitor: Boolean - System.Boolean, output parameter</li></ul>
<b>Chain</b> TeamLeadMonitorAll	
<ul style="list-style-type: none"><li>MonitorAllVoiceCalls</li></ul>	
<ul style="list-style-type: none"><li>MonitorAllChatInteractions</li></ul>	
<ul style="list-style-type: none"><li>AddRecentCall</li></ul>	<ul style="list-style-type: none"><li>RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</li></ul>
<ul style="list-style-type: none"><li>AddToTrackingList</li></ul>	
<b>Chain</b> TeamLeadSetSupervisorBargelnChat	
<ul style="list-style-type: none"><li>SetSupervisorBargelnChat</li></ul>	
<b>Chain</b> TeamLeadSetSupervisorBargelnVoice	
<ul style="list-style-type: none"><li>SetSupervisorBargelnVoice</li></ul>	
<b>Chain</b> TeamLeadSetSupervisorCoachChat	
<ul style="list-style-type: none"><li>SetSupervisorCoachChat</li></ul>	
<b>Chain</b> TeamLeadSetSupervisorCoachVoice	

## Supervision

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Default Commands	Parameters
• SetSupervisorCoachVoice	
<b>Chain</b> TeamLeadSetSupervisorMuteVoice	
• SetSupervisorMuteVoice	
<b>Chain</b> TeamLeadStopMonitor	
• StopMonitorVoiceCalls	
• StopMonitorChatInteractions	
• RemoveFromTrackingList	
• AddRecentCall	• RecentIndex: ObjectTC