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Workspace Desktop Edition Developer's Guide

UCS

UCS



Purpose: To present for each UCS and contact command, the list of default subcommands available and the associated parameters.

Learn about the UCS Commands

The UCS commands presented in this page can apply to any type of interaction.

Important

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

Managing Interactions in UCS

The commands presented in this section are specific to UCS management.

Chains of Commands to UCS Operations for Interactions

Default Commands	Parameters
Chain AskSaveModifiedContact	
IsContactModified	Caseld: String - System.String
Chain ContactAssignInteractionToContact	
Assign	- DestinationContactId: String - ContactIdBeforeMerge: String - UCSInteractionId: String - AlertSectionName: String - AssignInteractionToContactError: String, output parameter
Chain ContactAssignInteractionToContactForCustom	
AssignInteractionToContact	DestinationContactId: String

Default Commands	Parameters
	- ContactIdBeforeMerge: String - UCSInteractionId: String - AlertSectionName: String - AssignInteractionToContactError: String, output parameter
GetContact	- CommandParameter: String (ContactId) - ContactAttributes: IList - System.Collections.Generic.IList, if key is missing get ContactAttributes defined in option 'contact.displayed-attributes' - IWContact: IIWContact - Genesyslab.Desktop.Modules.Contacts.IWContact.IIWContact, output parameter
RefreshInformation	- IWContact: IIWContact - Genesyslab.Desktop.Modules.Contacts.IWContact.IIWContact, output parameter - CasId: String - InteractionId : String
Chain ContactAttributeInfoOrder	
GetContactAttributeInfoOrder	AttributesListOrdered:IContactAttributeField[], output parameter
Chain ContactCreateUCSInteraction	
Create	- ContactId: String - InteractionToCreate: IInteraction - InteractionUCSId: String, output parameter
Chain CreateContactUCS Available since: 8.5.153.05	
CreateContact	- ContactAttributes: Genesyslab.Platform.Contacts.Protocols.ContactServer.Attributes - ContactHandlingResponse: Genesyslab.Desktop.Modules.Contacts.Requests.IContactHandlingResponse
Chain CreateInteractionUCSFromESDKInteraction	

Default Commands	Parameters
CreateUCS	- EsdkInteraction: IInteraction - Genesyslab.Enterprise.Model.Interaction.IInteraction - ParentInteractionId: String - System.String - StartDate: DateTime - System.DateTime
Chain DeleteInteractionUCS	
DeleteUCS	CommandParameter: String
Chain ForceToCloseCase Available since: 8.5.0	
CloseCase	System.string (CaseId)
Chain GetContactUCS	
GetContact	- CommandParameter: String (ContactId) - ContactAttributes: IList, if key is missing get ContactAttributes defined in option 'contact.displayed-attributes' - IWContact: IIWContact - Genesyslab.Desktop.Modules.Contacts.IWContact.IWContact, output parameter
Chain InteractionUCSInQueue	
GetInteraction	- CommandParameter: String (contactId) - ListAttributes: StringList - Genesyslab.Platform.Contacts.Protocols.ContactServer.StringList - ExcludedInteractions: IList <String > (list of String interaction id) - CurrentInteraction : IInteraction - InteractionsUCS: GenericList<IDictionary<string,object>>, output parameter - System.Collections.GenericList
Chain SetLastCalledAgentUCS	
SetLCA	
Chain ContactNotification	
GetInteraction	CommandParameter: String (contactId) -

Default Commands	Parameters
	System.String (contactId) - TimeFrame: System (time frame in day) - System (time frame in day) - ListAttributes: StringList - Genesyslab.Platform.Contacts.Protocols.ContactServer.StringList - ExcludedInteractions: IList<String>(interaction id) - CurrentInteraction : Interaction - InteractionsUCS: GenericList<IDictionary<string,object>> - System.Collections.GenericList<IDictionary<string,object>>, output parameter
Chain ContactOpenSearchWindow	
Open	Parent: UserControl - System.Windows.Controls.UserControl
Chain ContactOpenToDialog	
Open	ActionTarget: ActionTarget - Genesyslab.Desktop.Modules.Windows.Interactions.ActionTarget
Chain UpdateContactUCS Available since: 8.5.153.05	
UpdateContact	- CommandParameter: System.String (ContactId) - DeleteAttributes: Genesyslab.Platform.Contacts.Protocols.ContactServer.Attributes - InsertAttributes: Genesyslab.Platform.Contacts.Protocols.ContactServer.Attributes - UpdateAttributes: Genesyslab.Platform.Contacts.Protocols.ContactServer.Attributes - ContactHandlingResponse: Genesyslab.Desktop.Modules.Contacts.Requests.IContactHandlingResponse