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Workspace Desktop Edition Developer's Guide

Voice

4/3/2025

Voice

Purpose: To provide information about customizable commands.

Learn about Voice Commands

The commands presented in this page enable your application to manage voice interactions. In addition, to create a new voice interaction, see [Manage Voice Media](#).

Important

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

Managing Voice Interactions

The commands presented in this section are specific to voice interactions and cover the following features (this list is not exhaustive):

- Answer a call;
- Transfer;
- Conference;
- Mute;
- Send DTMF;
- Listen reconnections and disconnections;
- Retrieve and hold calls.

Important

To create a new voice interaction, see the [Manage Voice Media](#).

Chains of Commands to Manage Voice Interactions

Default Commands	Parameters
Chain InteractionVoiceAlternateCall	
<ul style="list-style-type: none"> AlternateCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionVoice Reasons: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceAnswerCall	
<ul style="list-style-type: none"> AnswerCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Reasons: KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceAutoCloseConsult	
<ul style="list-style-type: none"> AutoCloseConsult 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice
Chain InteractionVoiceBeforeClose	
<ul style="list-style-type: none"> DoNotCallOutboundChain 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> SetCallResultOutboundRecord 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> RescheduleOutboundRecord 	<ul style="list-style-type: none"> CommandParameter: IInteraction

Default Commands	Parameters
<ul style="list-style-type: none"> UpdateOutboundRecord 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> MarkProcessedOutboundChain 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> IsContactModified 	<ul style="list-style-type: none"> Caseld: String
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice
Chain InteractionVoiceClose	
<ul style="list-style-type: none"> DoNotCallOutboundChain 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> SetCallResultOutboundRecord 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> RescheduleOutboundRecord 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> UpdateOutboundRecord 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> MarkProcessedOutboundChain 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> GetAttachedDataInformationUCS <p>Available since: 8.5</p>	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle

Default Commands	Parameters
<ul style="list-style-type: none"> UpdateNotePad Available since: 8.5 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle
<ul style="list-style-type: none"> StopInteractionVoiceUCS Available since: 8.5 	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle
<ul style="list-style-type: none"> IsContactModified 	<ul style="list-style-type: none"> Caseld: String
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice
Chain InteractionVoiceCompleteConference	
<ul style="list-style-type: none"> CompleteNotePad Available since: 8.5 	<ul style="list-style-type: none"> CommandParameter: IInteraction UserData: KeyValueCollection
<ul style="list-style-type: none"> CompleteConference 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Reasons: KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceCompleteTransfer	
<ul style="list-style-type: none"> CompleteNotePad Available since: 8.5 	<ul style="list-style-type: none"> CommandParameter: IInteraction UserData: KeyValueCollection

Default Commands	Parameters
<ul style="list-style-type: none"> ParkCallback 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> CompleteTransfer 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Reasons: KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceDeleteFromConference	
<ul style="list-style-type: none"> DeleteFromConference 	<ul style="list-style-type: none"> CommandParameter: Party - Genesyslab.Desktop.Modules.Core.Model.Interactions.Party Reasons: KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceHoldCall	
<ul style="list-style-type: none"> HoldCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Reasons: KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceIfPossibleCloseInteraction	
<ul style="list-style-type: none"> DoNotCallOutboundChain 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> SetCallResultOutboundRecord 	<ul style="list-style-type: none"> CommandParameter: IInteraction

Default Commands	Parameters
• RescheduleOutboundRecord	• CommandParameter: IInteraction
• UpdateOutboundRecord	• CommandParameter: IInteraction
• MarkProcessedOutboundChain	• CommandParameter: IInteraction
• GetAttachedDataInformationUCS	• CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
• UpdateNotePad	• CommandParameter: IInteractionsBundle
• IsContactModified • CaseId: System.String	
• IsPossibleToMarkDone	• CommandParameter: IInteractionVoice
• CompleteDispositionCode	• CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
• Close	• CommandParameter: IInteractionVoice
• StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle

Default Commands	Parameters
Chain InteractionVoiceInitConference	
<ul style="list-style-type: none"> ConferenceNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction UserData: KeyValueCollection
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction NotepadViewModel: INotepadViewModel - Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel
<ul style="list-style-type: none"> InitConference 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Destination: - System.String Location: String UserData: KeyValueCollection Reasons: KeyValueCollection Extensions: KeyValueCollection
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC
Chain InteractionVoiceInitTransfer	
<ul style="list-style-type: none"> TransferNotepadInitiateNotepad Modified in: 8.5 	<ul style="list-style-type: none"> CommandParameter: IInteraction UserData: KeyValueCollection
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction

Default Commands	Parameters
	<ul style="list-style-type: none"> NotepadViewModel: INotepadViewModel
<ul style="list-style-type: none"> InitTransfer 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Destination: String Location: String UserData: KeyValueCollection Reasons: KeyValueCollection Extensions: KeyValueCollection CorrelatorData: String
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
Chain InteractionVoicesPossibleToClose	
<ul style="list-style-type: none"> IsContactModified 	<ul style="list-style-type: none"> CasId: String
<ul style="list-style-type: none"> IsPossibleToMarkDone 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice
<ul style="list-style-type: none"> CompleteDispositionCode 	<ul style="list-style-type: none"> CommandParameter: IInteraction
Chain InteractionVoiceListenDisconnect	
<ul style="list-style-type: none"> ListenDisconnect 	<ul style="list-style-type: none"> CommandParameter: Party

Default Commands	Parameters
	<ul style="list-style-type: none"> • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceListenReconnect	
<ul style="list-style-type: none"> • ListenReconnect 	<ul style="list-style-type: none"> • CommandParameter: Party • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoicePauseRecordCall	
<ul style="list-style-type: none"> • PauseRecordCall 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice
Chain InteractionVoiceReconnectCall	
<ul style="list-style-type: none"> • PromptEnd 	<ul style="list-style-type: none"> • CommandParameter: IInteraction • ConfirmParentWindow: Window
<ul style="list-style-type: none"> • ReconnectCall 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceRecordCall	
<ul style="list-style-type: none"> • RecordCall 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice
Chain InteractionVoiceRedirectCall	

Default Commands	Parameters
<ul style="list-style-type: none"> RedirectCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice OtherDn: String OtherDnLocation: String Reasons: KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceReleaseCall	
<ul style="list-style-type: none"> SetSupervisorSilentCommand 	
<ul style="list-style-type: none"> PromptEnd 	<ul style="list-style-type: none"> CommandParameter: IInteraction ConfirmParentWindow: Window
<ul style="list-style-type: none"> ReleaseCall 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Reasons: KeyValueCollection Extensions: KeyValueCollection
Chain InteractionVoiceReportBadQualityOfMedia	
<ul style="list-style-type: none"> ReportBadQualityOfMedia 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice
Chain InteractionVoiceResume	
<ul style="list-style-type: none"> Resume 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Reasons: KeyValueCollection

Default Commands	Parameters
	<ul style="list-style-type: none"> • Extensions: KeyValueCollection
Chain InteractionVoiceResumeRecordCall	
<ul style="list-style-type: none"> • ResumeRecordCall 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice
Chain InteractionVoiceRetrieveCall	
<ul style="list-style-type: none"> • RetrieveCall 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceSendDTMF	
<ul style="list-style-type: none"> • SendDTMF 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice • DtmfDigits: String • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceSingleStepConference	
<ul style="list-style-type: none"> • ConferenceSingleStepNotepad 	<ul style="list-style-type: none"> • CommandParameter: IInteraction • UserData: KeyValueCollection
<ul style="list-style-type: none"> • RequestSaveNotepad 	<ul style="list-style-type: none"> • CommandParameter: IInteraction • NotepadViewModel: INotepadViewModel

Default Commands	Parameters
<ul style="list-style-type: none"> SingleStepConference 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Destination: String Location: String UserData: KeyValueCollection Reasons: KeyValueCollection Extensions: KeyValueCollection
<ul style="list-style-type: none"> AddRecentCall 	<ul style="list-style-type: none"> RecentIndex: ObjectTC
Chain InteractionVoiceSingleStepTransfer	
<ul style="list-style-type: none"> ParkCallback 	<ul style="list-style-type: none"> CommandParameter: IInteraction
<ul style="list-style-type: none"> TransferSingleStepNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction UserData: KeyValueCollection
<ul style="list-style-type: none"> RequestSaveNotepad 	<ul style="list-style-type: none"> CommandParameter: IInteraction NotepadViewModel: INotepadViewModel
<ul style="list-style-type: none"> SingleStepTransfer 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice Destination: String Location: String

Default Commands	Parameters
	<ul style="list-style-type: none"> • UserData: KeyValueCollection • Reasons: KeyValueCollection • Extensions: KeyValueCollection
<ul style="list-style-type: none"> • AddRecentCall 	<ul style="list-style-type: none"> • RecentIndex: ObjectTC
Chain InteractionVoiceStopRecordCall	
<ul style="list-style-type: none"> • StopRecordCall 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice
Chain UpFrontPauseRecordingVoiceCallCommand Added in 8.5	
<ul style="list-style-type: none"> • Pause 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice
Chain UpFrontPauseRecordingVoiceCallCommandImplicit Added in 8.5	
<ul style="list-style-type: none"> • Pause 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice
Chain UpFrontResumeRecordingVoiceCallCommand Added in 8.5	
<ul style="list-style-type: none"> • Resume 	<ul style="list-style-type: none"> • CommandParameter: IInteractionVoice
Chain UpFrontResumeRecordingVoiceCallCommandImplicit Added in 8.5	

Default Commands	Parameters
<ul style="list-style-type: none"> Resume 	<ul style="list-style-type: none"> CommandParameter: IInteractionVoice
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	<ul style="list-style-type: none"> CommandParameter: IInteraction AttachedData: KeyValueCollection
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
UpdateNotePadForVoice	<ul style="list-style-type: none"> CommandParameter: IInteractionsBundle
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle
IsContactModified	<ul style="list-style-type: none"> 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