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# Workspace Desktop Edition Developer's Guide

Workspace Desktop Edition 8.5 Developer's Guide

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# Workspace Desktop Edition 8.5 Developer's Guide



**Purpose:** To provide recommendations and code samples that will help you to customize the out-of-the-box version of the **Genesys Workspace Desktop Edition** (Workspace) to meet your business needs.

## Description

This .NET Developer's Guide includes the following introductory material that should help you to understand and use the Workspace Desktop Edition API and Extensions:

- [Introducing Workspace Desktop Edition](#)
- [What are Workspace Desktop Edition Extensions](#)
- [About Workspace Desktop Edition Extension Samples](#)
- [Writing Your Custom Applications](#)
- [Best Practices for Creating/Using Views](#)
- [Views with Their Regions](#)
- [Customizable Commands](#)

**Limitation:** Usage of Enterprise Services that is provided with this release of Workspace Desktop Edition is supported only for the purpose of Workspace Desktop Edition customization.

## New in This Document

### Release 8.5.000.55

#### New Pages:

- [Migrate Custom Applications from 8.1 to 8.5](#)
- [Configure Your Custom Theme](#)

#### Updated Pages:

- [Gadget Windows](#)

- [Interactions Window](#)
- [Toaster Window](#)
- [Toolbar Window](#)
- [Reference for Commands](#)
- [Windows Utilities](#)
- [Reference for Windows](#)
- [About the Extension Samples](#)
- [Chat](#)
- [E-Mails](#)
- [Open Media](#)
- [Place and Media](#)
- [SMS](#)
- [Voice](#)

## Release 8.1.300.17

New pages and sections:

- [Callback](#)
- [Supervision](#)
- [Reference for Commands](#)
- [Windows Utilities](#)
- [Reference for Windows](#)

Updated pages:

- [Advanced Customization](#)
- [About the Extension Samples](#)
- [Toolbar Window](#)
- [Gadget Windows](#)
- [Interactions Window](#)
- [Toaster Window](#)
- [Chat](#)
- [E-Mails](#)
- [Open Media](#)
- [Outbound](#)
- [UCS](#)
- [Work Items](#)

- [SMS](#)
- [Voice](#)
- [Work Items](#)

## Release 8.1.200.16

New pages and sections:

- [Active Recording](#)

Updated pages:

- [Gadget Windows](#)
- [Interactions Window](#)
- [Toaster Window](#)
- [Toolbar Window](#)
- [Chat](#)
- [E-Mails](#)
- [IM](#)
- [Open Media](#)
- [Outbound](#)
- [Place and Media](#)
- [SMS](#)
- [UCS](#)
- [Voice](#)
- [Windows](#)
- [Work Items](#)

## Release 8.1.100.14

New pages and sections:

- [Frequently Asked Questions](#)
- [Advanced Customization](#)
- [Outbound](#)
- [SMS](#)
- [UCS](#)
- [Hiding and Selecting Custom Views](#)
- [Manage SMS Media](#)

Updated pages:

- [Toolbar Window](#)
- [Interactions Window](#)
- [Gadget Windows](#)
- [Toaster Window](#)
- [Windows](#)
- [Voice](#)
- [Open Media](#)
- [E-Mails](#)
- [Chat](#)

## Additional Information

**In 8.0, this developer's guide was part of the Workspace Desktop Edition API Reference chm.**