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Workspace Desktop Edition Developer's Guide

Windows

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Windows



Purpose: To provide information about customizable commands for the windows.

Learn about the Windows

The following commands apply to GUI 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.

Close Windows

The following commands are used to close windows.

Chains of Commands to Close Windows

Default Commands	Parameters
Chain WindowClose	
IsPossibleToClose	CommandParameter: IInteractionsWindow - Genesyslab.Desktop.Modules.Windows.Interactions.IInteractionsWindow
Close	CommandParameter: IInteractionsWindow
Chain WindowInteractionClose	
IsPossibleToClose	CommandParameter: IInteractionsWindow
Close	CommandParameter: IInteractionsWindow

Open and Restore Interaction Windows

The following commands are used to screen-pop interaction windows.

Chains of Commands to Open and Restore Interaction Windows

Default Commands	Parameters
Chain RestoreInteractionsWindow	
RestoreInteractionsWindow	- CommandParameter: IInteractionsWindow - Genesyslab.Desktop.Modules.Windows.Interactions.IInteractionsWindow - Interaction: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction - Case: ICase - Genesyslab.Desktop.Modules.Core.Model.Interactions.ICase
Chain ShowInteractionsWindow	
ShowInteractionsWindow	- CommandParameter: IInteractionsWindow - Interaction: IInteraction - Case: ICase

Manage Toaster

The following commands are available for the **Toaster Window**.

Chain of Commands to Manage Toaster

Default Commands	Parameters
Chain ShowToasterWindow	
ShowToasterWindow	- CommandParameter: IToasterWindow - Genesyslab.Desktop.Modules.Windows.Views.Toaster.IToasterWindow - Interaction: IInteraction
Chain ToasterAcceptPreview	
Accept	CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
Chain ToasterDeclinePreview	
Decline	CommandParameter: IInteraction
Chain ToasterInteractionAccept	
Accept	CommandParameter: IInteraction
Chain ToasterInteractionDecline	
Decline	- CommandParameter: IInteraction - OtherDn: String - System.String - OtherDnLocation: String
RemoveOutboundChain	CommandParameter: IInteraction
Chain ToasterInteractionEmailAccept	

Default Commands	Parameters
Accept	- CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia - Extensions: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection
Chain ToasterInteractionEmailDecline	
Decline	- CommandParameter: IInteractionOpenMedia - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Close	CommandParameter: IInteractionOpenMedia
Chain ToasterInteractionIMAccept	
Accept	CommandParameter: IInteractionIM - Genesyslab.Desktop.Modules.Voice.Model.Interactions.IInteractionIM
Chain ToasterInteractionIMReject	
Reject	- CommandParameter: IInteractionIM<ref name="IInteractionIM" /> - RejectReason: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Reject	CommandParameter: IInteraction

Default Commands	Parameters
Chain <code>ToasterInteractionOpenMediaAccept</code>	
Accept	- CommandParameter: <code>IInteractionOpenMedia</code> - Extensions: <code>KeyValueCollection</code>
Chain <code>ToasterInteractionOpenMediaDecline</code>	
Decline	- CommandParameter: <code>IInteractionOpenMedia</code> - Reasons: <code>KeyValueCollection</code> - Extensions: <code>KeyValueCollection</code>
Close	CommandParameter: <code>IInteractionOpenMedia</code>
Chain <code>ToasterInteractionPreviewAccept</code>	
Accept	CommandParameter: <code>IInteraction</code>
Chain <code>ToasterInteractionPreviewDecline</code>	
Decline	CommandParameter: <code>IInteraction</code>
Chain <code>ToasterShowBroadcastMessage</code>	
ShowToaster	CommandParameter: <code>IBroadcastMessage</code>

Broadcast Window

These commands enable you to manage a broadcast message displayed to the agents.

Chain of Commands for the Broadcast Window	
Default Commands	Parameters
Chain BroadcastMessageClose	
Close	CommandParameter: String - System.String
Chain BroadcastMessageShow	
Show	- CommandParameter: IBroadcastMessage - Genesyslab.Desktop.Modules.Core.Model.Broadcast.IBroadcastMessage - Source: BroadcastMessageWindowSource - Genesyslab.Desktop.Modules.Windows.Views.Broadcast.BroadcastMessageWindowSource
Chain ShowMessageToasterWindow	
ShowMessageToasterWindow	- CommandParameter: IToasterWindow - BroadcastMessage: IBroadcastMessage

Additional GUI Commands

Additionally, you can use the following commands:

Additional Chains of Commands

Default Commands	Parameters
Chain ApplicationClose	
IsPossibleToClose	
CloseAllInteractions	
StopAllMonitoringCommand	
ChannelsLogOff	
NegotiatedLogout	
Close	
Chain CancelConnectionCommand	
Chain NotepadInsertTimeStamp	
InsertTimeStamp	- CommandParameter: IInteraction - TextBoxBase: TextBoxBase - System.Windows.Controls.TextBoxBase
Chain PossibleToCloseAllInteractions	
IsPossibleToClose	
Chain TeamCommunicatorAddToFavorites	

Default Commands	Parameters
AddObjectTCToFavorite	
Chain TeamCommunicatorModifyFavorite	
ModifyFavorite	
Chain TeamCommunicatorOpenInteraction	
Open	ActionTarget: ActionTarget - Genesyslab.Desktop.Modules.Windows.Interactions.ActionTarget
Chain ContactIsModified	
IsModified	Caseld: String