



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Developer's Guide

Work Items

4/2/2025

Contents

- [1 Work Items](#)
 - [1.1 Learn about Work Items](#)
 - [1.2 Managing Work Items](#)
 - [1.3 References](#)

Work Items

Purpose: To provide information about customizable commands.

Learn about Work Items

Work items are extended interactions that your application can configure through the Configuration Manager. Basically, they implement the open media interactions. The commands presented in this page are restricted to the work items. In addition to the work-items commands, you can use:

- [Open Media](#) to place interactions in a given queue, move them to workbins, and so on.

Important

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

Managing Work Items

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

- Accept or decline a given work item;
- Pull and place in workbins;
- Close or stop the interactions.

Chains of Commands to Manage Workitems

Default Commands	Parameters
Chain InteractionWorkItemAccept	
<ul style="list-style-type: none"> Accept 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia Extensions: KeyValueCollection
Chain InteractionWorkItemDecline	
<ul style="list-style-type: none"> Decline 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia Reasons: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection Extensions: KeyValueCollection
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia
Chain InteractionWorkitemMarkDoneById	
<ul style="list-style-type: none"> GetEsdkInteraction Available since: 8.5 	<ul style="list-style-type: none"> CommandParameter: String
<ul style="list-style-type: none"> IsDispositionMissing Available since: 8.5 	<ul style="list-style-type: none"> EsdkOpenMediaInteraction: IOpenMediaInteraction - Genesys.Enterprise.Model.Interaction.IOpenMediaInteraction
<ul style="list-style-type: none"> ConfirmWorkitem 	<ul style="list-style-type: none"> ActionToConfirm: String - System.String ConfirmParentWindow: Window - System.Window.Window

Default Commands	Parameters
<ul style="list-style-type: none"> MarkDoneIdWorkitem 	<ul style="list-style-type: none"> CommandParameter: String WorkbinId: String
Chain InteractionWorkItemMoveToWorkbin	
<ul style="list-style-type: none"> IsContactModified 	<ul style="list-style-type: none"> Caseld: String
<ul style="list-style-type: none"> IsWorkbinDestinationDefined 	<ul style="list-style-type: none"> WorkbinId: String WorkbinOptionName: String CommandParameter: IInteractionOpenMedia IgnoreInteractionFromWorkbinId: String Added in 8.5
<ul style="list-style-type: none"> SetAttachedDadaInformation 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia
<ul style="list-style-type: none"> UpdateInteractionUCS 	<ul style="list-style-type: none"> CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
<ul style="list-style-type: none"> MoveToWorkbin 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia WorkbinId: String WorkbinParameter: String WorkbinType: WorkbinType Deprecated in 8.5

Default Commands	Parameters
<ul style="list-style-type: none"> UpdateContactInformation 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia
Chain InteractionWorkItemPossibleToMoveToWorkbin	
<ul style="list-style-type: none"> SetWorkbinDefinition 	<ul style="list-style-type: none"> WorkbinId: String output parameter - System.String output parameter WorkbinOptionName: String, output parameter - System.String, output parameter CommandParameter: IInteractionOpenMedia
<ul style="list-style-type: none"> IsWorkbinDestinationDefined 	<ul style="list-style-type: none"> WorkbinId: String WorkbinOptionName: String CommandParameter: IInteractionOpenMedia IgnoreInteractionFromWorkbinId: String Added in 8.5
Chain InteractionWorkitemPutBackToOriginalSource	
<ul style="list-style-type: none"> IsContactModified 	<ul style="list-style-type: none"> CasId: String
<ul style="list-style-type: none"> PutBackWorkitem 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia Destination: String Reason: KeyValueCollection Extensions: KeyValueCollection

Default Commands	Parameters
<ul style="list-style-type: none"> Close 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia
<ul style="list-style-type: none"> UpdateContactInformation 	<ul style="list-style-type: none"> CommandParameter: IInteractionOpenMedia
Chain InteractionWorkItemSearchAndMoveToWorkbin	
<ul style="list-style-type: none"> IsContactModified 	<ul style="list-style-type: none"> Caseld: String
<ul style="list-style-type: none"> SearchAndMoveToWorkbin 	
Chain InteractionWorkitemWorkflowFromInteractionESDK	
<ul style="list-style-type: none"> ESDKWorkflow 	<ul style="list-style-type: none"> CommandParameter: IIOpenMediaInteraction - Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteraction Workflow: String Reasons: KeyValueCollection Extensions: KeyValueCollection AttachedDataInformation: IDispositionCode - Genesyslab.Desktop.Modules.Core.Model.Interactions.IDispositionCode DispositionCode: KeyValueCollection
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	<ul style="list-style-type: none"> CommandParameter: IInteraction

Work Items

Default Commands	Parameters
	<ul style="list-style-type: none">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">Caseld: String
IsPossibleToClose	CommandParameter: IInteractionsBundle
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle
Close	CommandParameter: IInteractionsBundle
StopInteractionVoiceUCS	<ul style="list-style-type: none">CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign

Work Items

References