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# Workspace Desktop Edition Developer's Guide

Workbins

4/3/2025

# Workbins

**Purpose:** To provide information about customizable commands.

Learn about Workbin Commands

These commands manage selections in workbins.

## Important

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

## Managing Workbin Selections

The following commands cover:

- Selections in workbins;
- Push and Pull interactions.

### Chains of Commands to Manage Workbin Selections

Default Commands	Parameters
<b>Chain</b> InteractionFilterSelected	
<ul style="list-style-type: none"> <li>InteractionFilterSelected</li> </ul>	<ul style="list-style-type: none"> <li>WorkbinName: string - System.string</li> <li>WorkbinNameDisplay: string</li> <li>WorkbinGroupName: string</li> <li>WorkbinGroupNameDisplay: string</li> </ul>
<b>Chain</b> InteractionPossibleToMoveToWorkbin	
<ul style="list-style-type: none"> <li>IsContactModified</li> </ul>	<ul style="list-style-type: none"> <li>CasId: String - System.String</li> </ul>
<ul style="list-style-type: none"> <li>IsWorkbinDestinationDefined</li> </ul>	<ul style="list-style-type: none"> <li>WorkbinId: String</li> <li>WorkbinOptionName: String</li> <li>CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interaction.IInteractionOpenMedia</li> <li>IgnoreInteractionFromWorkbinId: String Added in 8.5.0</li> </ul>
<b>Chain</b> InteractionManagementMarkDone	
<ul style="list-style-type: none"> <li>MediaTypeMarkDone</li> </ul>	<ul style="list-style-type: none"> <li>mediaType: String</li> </ul>
<b>Chain</b> InteractionManagementMoveToQueueById	
<ul style="list-style-type: none"> <li>Confirm</li> </ul>	<ul style="list-style-type: none"> <li>ActionToConfirm: String</li> </ul>

Default Commands	Parameters
	<ul style="list-style-type: none"> <li>ConfirmParentWindow: Window - System.Window.Window</li> </ul>
<ul style="list-style-type: none"> <li>PlaceInQueue</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String</li> <li>Destination: String</li> </ul>
<ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>	<ul style="list-style-type: none"> <li>RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC</li> </ul>
<b>Chain</b> InteractionManagementMoveToWorkbinById	
<ul style="list-style-type: none"> <li>Confirm</li> </ul>	<ul style="list-style-type: none"> <li>ActionToConfirm: String</li> <li>ConfirmParentWindow: Window</li> </ul>
<ul style="list-style-type: none"> <li>MoveToWorkbin</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String</li> <li>DestinationId: String</li> <li>DestinationParameter: String</li> </ul>
<ul style="list-style-type: none"> <li>AddRecentCall</li> </ul>	<ul style="list-style-type: none"> <li>RecentIndex: ObjectTC</li> </ul>
<b>Chain</b> InteractionManagementSetAttachedData	
<ul style="list-style-type: none"> <li>TeamLeadSetAttachedData</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: String</li> </ul>
<b>Chain</b> MultipleInteractionsActionFromWorkbinById	

Default Commands	Parameters
<ul style="list-style-type: none"> <li>Confirm</li> </ul>	<ul style="list-style-type: none"> <li>ConfirmMessageText: String</li> <li>ConfirmParentWindow: Window</li> </ul>
<ul style="list-style-type: none"> <li>MultipleInteractionsCommand</li> </ul>	<ul style="list-style-type: none"> <li>nbInteractions: Int32 - System.Int32</li> <li>interactionId + i: String</li> <li>mediaType + i: String</li> <li>BasicActionNameBasicActionNameDicold: String Renamed in 8.5</li> <li>SingleActionChainOfCommandName: String</li> </ul>
<b>Chain</b> SetAttachedDataAndPutBack	
<ul style="list-style-type: none"> <li>EsdkSetAttachedData</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: IOpenMediaInteraction - Genesyslab.Enterprise.Model.Interaction.IOpenMediaInteraction</li> <li>UserData: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection</li> </ul>
<ul style="list-style-type: none"> <li>PutBack</li> </ul>	
<ul style="list-style-type: none"> <li>UpdateCaseDataInteractionsFilter</li> </ul>	<ul style="list-style-type: none"> <li>CommandParameter: IOpenMediaInteraction</li> <li>UserData: KeyValueCollection</li> <li>ParentView: IWorkbinsView - Genesyslab.Desktop.Modules.OpenMedia.View.WorkbinsView.IWorkbinsView</li> </ul>
<b>Chain</b> WorkbinPreSelectedByName	

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Default Commands	Parameters
<ul style="list-style-type: none"><li>ShowSelectedDetail</li></ul>	
<b>Chain</b> WorkbinPullInteraction	
<ul style="list-style-type: none"><li>ShowSelectedDetail</li></ul>	
<b>Chain</b> WorkbinPushInteraction	
<ul style="list-style-type: none"><li>ShowSelectedDetail</li></ul>	
<b>Chain</b> WorkbinSelected	
<ul style="list-style-type: none"><li>NewWorkbinSelected</li></ul>	<ul style="list-style-type: none"><li>WorkbinName: string - System.string</li><li>WorkbinNameDisplay: string</li><li>WorkbinGroupName: string</li><li>WorkbinGroupNameDisplay: string</li></ul>