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Workspace Desktop Edition Developer's Guide

E-Mails

12/16/2025

E-Mails

Purpose: To provide information about customizable commands for the e-mail interactions.

Learn about E-Mail Commands

The e-mail commands presented in this page are restricted to e-mail interactions. However, e-mail interactions are extended open media interactions and can be used as such in open media commands. In addition to the e-mail commands, you can use:

- **Open Media** to place interactions in a given queue, move them to workbins, and so on.
- **Commands for the E-Mail Media** to manage the creation of outbound e-mails.
- **Manage Toaster** which also deals with e-mail interactions.

Important

Read **Use Customizable Commands** to see code snippets which demonstrate the usage of the commands.

Managing E-Mail Interactions

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

- Accept or decline a given e-mail;
- Load, send, reply, and save a given e-mail;
- Pull and place in queue;
- Close or stop the interactions.

Chains of Commands to Manage E-Mail Interactions

Default Commands	Parameters
Chain InteractionEmailActionFromWorkbinDeleteById	
• GetInteractionState	• CommandParameter: String
• CanPullInteraction	• CommandParameter: Dictionary
• DisplayWarningPullNotPossible	• canPullInteractionresult: String
• Confirm	• ActionToConfirm: String • ConfirmParentWindow: Window
• Delete	• CommandParameter: String • WorkbinId: String
Chain InteractionEmailActionFromWorkbinMarkDoneById	
• GetInteractionState	• CommandParameter: String
• CanPullInteraction	• CommandParameter: Dictionary
• DisplayWarningPullNotPossible	• canPullInteractionresult: String
• NoChildrenOpened	• CommandParameter: String

Default Commands	Parameters
	- WarningMessageTarget: String - DoNotCheckForParentId: String
IsDispositionMissing Available since: 8.5	EsdkOpenMediaInteraction: IIOpenMediaInteraction
Confirm	- ActionToConfirm: String - ConfirmParentWindow: Window
MarkDone	- CommandParameter: String - WorkbinId: String
Chain InteractionEmailActionFromWorkbinPullById	
GetInteractionState	CommandParameter: String
CanPullInteraction	CommandParameter: Dictionary
DisplayWarningPullNotPossible	canPullInteractionresult: String
NoChildrenOpened	- CommandParameter: String - WarningMessageTarget: String - DoNotCheckForParentId: String

Default Commands	Parameters
NoDraftWithSameParentOpened	ParentId: String
PullFromWorkbin	- CommandParameter: String - WorkbinId: String
MoveToWorkbinOpenedParent	ParentId: String
Chain InteractionEmailActionOnOpenedEmailById	
IsNotOpened	- CommandParameter: String - System.String - OpenedInteractionCommand: String
Chain InteractionEmailClose	
IsContactModified	CasId: String - System.String
IsPossibleToClose	CommandParameter: IInteractionEmail - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Email.IInteractionEmail
Close	CommandParameter: IInteractionEmail
Chain InteractionEmailDelete	
Confirm	- ActionToConfirm: String - ConfirmParentWindow: Window System.Window.Window

Default Commands	Parameters
IsContactModified	Caseld: String - System.String
PullParentInboundEmail	- CommandParameter: IInteractionEmail - DispositionCode: IDispositionCode - Genesyslab.Desktop.Modules.Core.Model.Interactions.IDispositionCode
Delete	CommandParameter: IInteractionEmail
CleanConnectionInformation	CommandParameter: String
Chain InteractionEmailDeleteById	
Confirm	- ActionToConfirm: String - ConfirmParentWindow: Window
Delete	- CommandParameter: String - WorkbinId: String
Chain InteractionEmailForward	
IsContactModified	Caseld: String - System.String
IsPossibleToForward	CommandParameter: IInteractionInboundEmail - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Email.IInteractionInboundEmail

Default Commands	Parameters
• AddForwardData	• CommandParameter: IInteractionInboundEmail • Destination: String
• SetAutoClose	• CommandParameter: IInteractionOpenMedia
• SaveAttachedData	• CommandParameter: IInteractionOpenMedia • UserData: KeyValueCollection
• RequestSaveNotepad	• CommandParameter: IInteraction • NotepadViewModel: INotepadViewModel
• PlaceInQueue	• CommandParameter: IInteractionOpenMedia • Destination: String • Reason: KeyValueCollection • Extensions: KeyValueCollection
• AddRecentCall	• RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
Chain InteractionEmailIsPossibleToClose	
• IsContactModified	• CaseId: String - System.String

Default Commands	Parameters
IsPossibleToClose	CommandParameter: IInteractionEmail
Chain InteractionEmailLoad	
Load	CommandParameter: IInteractionEmail
Chain InteractionEmailMarkDoneById	
NoChildrenOpened	- CommandParameter: String - WarningMessageTarget: String - DoNotCheckForParentId: String
Confirm	- ActionToConfirm: String - ConfirmParentWindow: Window
MarkDone	- CommandParameter: String - WorkbinId: String
Chain InteractionEmailMoveToWorkbin	
IsContactModified	CasId: String - System.String
IsWorkbinDestinationDefined	- WorkbinId: String - WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia

Default Commands	Parameters
	IgnoreInteractionFromWorkbinId: System Available since: 8.5.0
SetAttachedDadInformation	CommandParameter: IInteractionOpenMedia
Save	- CommandParameter: IInteractionEmail - UserData: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection Available since: 8.5.0
MoveToWorkbin	- CommandParameter: String - WorkbinId: String - IgnoreInteractionFromWorkbinId: String Available since: 8.5.0
UpdateContactInformation	CommandParameter: IInteractionOpenMedia
Chain InteractionEmailPlaceInQueue	
UpdateInteractionUCS	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel
IsContactModified	CasId: String

Default Commands	Parameters
• Save	• CommandParameter: IInteractionEmail
• SetAutoClose	• CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia
• SaveAttachedData	• CommandParameter: IInteractionOpenMedia • UserData: KeyValueCollection
• PlaceInQueue	• CommandParameter: IInteractionOpenMedia • Destination: String • Reasons: KeyValueCollection • Extensions: KeyValueCollection
• UpdateContactInformation	• CommandParameter: IInteractionOpenMedia
• AddRecentCall	• RecentIndex: ObjectTC
Chain InteractionEmailPrint	
• Print	• CommandParameter: IInteractionEmail
Chain InteractionEmailPullById	
• PullInteraction	• CommandParameter: IInteraction

Default Commands	Parameters
	IW_WebcallbackInteractionId: String
Chain InteractionEmailPullFromWorkbinById	
NoChildrenOpened	- CommandParameter: String - WarningMessageTarget: String - DoNotCheckForParentId: String
NoDraftWithSameParentOpened	ParentId: String
PullFromWorkbin	- CommandParameter: String - WorkbinId: String
MoveToWorkbinOpenedParent	ParentId: String
Chain InteractionEmailReply	
RequestSaveNotepad	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel
IsContactModified	CasId: String - System.String
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Email.IInteractionInboundEmail

Default Commands	Parameters
IsWorkbinDestinationDefined	- WorkbinId: String - WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia - IgnoreInteractionFromWorkbinId: String Available since: 8.5.0
AddSignatureParameters	CommandParameter: IInteractionInboundEmail
AddResponseSignatureParameters	- SignatureOptionValue: String - ESDKInboundEmail: IInteraction - Genesyslab.Enterprise.Model.Interaction.IInteraction
Reply	- CommandParameter: IInteractionInboundEmail - ReplyAll: String - UserData: KeyValueCollection - SignatureParameters: Dictionary - System.Collections.Generic.Dictionary<string, object>
InboundEmailSearchAndMoveToWorkbin	CommandParameter: IInteractionEmail
Chain InteractionEmailReplyById	
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail

Default Commands	Parameters
NoChildrenOpened	- CommandParameter: String - WarningMessageTarget: String - DoNotCheckForParentId: String Available since: 8.1.3
IsNotOpened	- CommandParameter: String - OpenedInteractionCommand: String
AddSignatureParameters	CommandParameter: String
AddResponseSignatureParameters	- SignatureOptionValue: String - ESDKInboundEmail: IInteraction
Reply	- CommandParameter: String - WorkbinId: String - ReplyAll: String - UserData: KeyValueCollection - SignatureParameters: Dictionary - ESDKInboundEmail: IEmailInteraction - Genesyslab.Enterprise.Model.IEmailInteraction

Default Commands	Parameters
InboundEmailSearchAndMoveToWorkbin Available since: 8.5	CommandParameter: System.String
Chain InteractionEmailResend	
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail
NoChildrenOpened Deprecated since: 8.5	CommandParameter: String WarningMessageTarget: String DoNotCheckForParentId: String
AddSignatureParameters	CommandParameter: String
AddResponseSignatureParameters	- SignatureOptionValue: String - ESDKInboundEmail: IInteraction
Create	- CommandParameter: String - ParentInteractionId: String - InitialEmail: IMediaOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia - InitialEmailId: String - UserData: KeyValueCollection - Extensions: KeyValueCollection

Default Commands	Parameters
	SignatureParameters: Dictionary<string, object>
Chain InteractionEmailSave	
Save	CommandParameter: IInteractionEmail
Chain InteractionEmailSaveNewOutbound	
Save	CommandParameter: IInteractionEmail
Chain InteractionEmailSend	
RequestSaveNotepad	- CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction - NotepadViewModel: INotepadViewModel - Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel
IsPossibleToSend	CommandParameter: IInteractionOutboundEmail - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Email.IInteractionOutbound
IsPossibleToClose	CommandParameter: CommandParameter - CommandParameter
AddQAReviewData	CommandParameter: IInteractionEmail
Save	- CommandParameter: IInteractionEmail - UserData: KeyValueCollection

Default Commands	Parameters
	Available since: 8.5
• CheckEmailFieldsBeforeSend Available since: 8.5	• CommandParameter:
• Send	• CommandParameter: IInteractionOutboundEmail • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionEmailSendInterimReply	
• IsPossibleToSend	• CommandParameter: IInteractionOutboundEmail
• IsPossibleToClose	• CommandParameter: IInteractionEmail
• AddQAReviewData	• CommandParameter: IInteractionEmail
• SetAttachedDadaInformation	• CommandParameter: IInteractionOpenMedia
• Save	• CommandParameter: IInteractionEmail • UserData: KeyValueCollection Available since: 8.5

Default Commands	Parameters
• CheckEmailFieldsBeforeSend Available since: 8.5	• CommandParameter:
• PullParentInboundEmail	• CommandParameter: IInteractionEmail • DispositionCode: IDispositionCode
• Send	• CommandParameter: IInteractionOutboundEmail • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionEmailTransferAgent	
• Save	• CommandParameter: IInteractionEmail
• SetAutoClose	• CommandParameter: IInteractionOpenMedia
• RequestSaveNotepad	• CommandParameter: IInteraction • NotepadViewModel: INotepadViewModel
• TransferAgent	• CommandParameter: IInteractionOpenMedia • Destination: String • Reasons: KeyValueCollection • Extensions: KeyValueCollection

Default Commands	Parameters
AddRecentCall	RecentIndex: ObjectTC
Chain InteractionEmailWorkflow	
PromptDone	- CommandParameter: IInteractionOpenMedia - ConfirmParentWindow: WindowSystem.Window.Window
Workflow	- CommandParameter: IInteractionOpenMedia - Workflow: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionEmailWorkflowFromInteractionESDK	
ESDKWorkflow	- CommandParameter: IIOpenMediaInteraction - Genesyslab.Enterprise.Model.Interaction.IIOpenMediaInteraction - Workflow: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection - AttachedDataInformation: IDispositionCode - DispositionCode: KeyValueCollection
Chain InteractionInboundEmailPossibleToMoveToWorkbin	
IsWorkbinDestinationDefined	WorkbinId: String

Default Commands	Parameters
	- WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia - IgnoreInteractionFromWorkbinId: String Available since: 8.5
Chain InteractionInboundEmailSearchAndMoveToWorkbin	
IsContactModified	CasId: String
InboundEmailSearchAndMoveToWorkbin	CommandParameter: IInteractionEmail
Chain InteractionOutboundEmailPossibleToMoveToWorkbin	
IsWorkbinDestinationDefined	- WorkbinId: String - WorkbinOptionName: String - CommandParameter: IInteractionOpenMedia - IgnoreInteractionFromWorkbinId: Added in 8.5.0
Chain InteractionOutboundEmailSearchAndMoveToWorkbin	
IsContactModified	CasId: String
OutboundEmailSearchAndMoveToWorkbin	CommandParameter: IInteractionEmail
Commands common to all interactions	

Default Commands	Parameters
Chain InteractionSetAttachedDataWithDelay	
SetAttachedData	• CommandParameter: IInteraction • AttachedData: KeyValueCollection
Chain BundleClose	
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
UpdateNotePadForVoice	• CommandParameter: IInteractionsBundle
ResetInteractionChatConsultation	CommandParameter: IInteractionsBundle
IsContactModified	• CaseId: String
IsPossibleToClose	CommandParameter: IInteractionsBundle
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle
Close	CommandParameter: IInteractionsBundle
StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign