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Workspace Desktop Edition Developer's Guide

Place and Media

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Place and Media

Purpose: To provide information about customizable commands which modify the media of a given place.

Learn about Place and Media Commands

The commands presented in this page enable your application to manage the agent activity (login, ready, not ready, log off) on the media of a given place. Commands for the media of type Open Media apply to Chat, E-Mail, and Work Item media.

Important

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

Manage Open Media

The following commands let you manage media of type open media, including work items, chat and e-mail (which inherit from open media):

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate *Do Not Disturb* (DND) features;
- Modify the state reason for a given media.

Important

These commands do not apply to DNs (voice media).

Default Commands	Parameters
Chain MediaOpenMediaChangeStateReason	
• ChangeStateReason	• EnterpriseAgent: IAgent - Genesyslab.Enterprise.Agent.IAgent • Device: IDevice - Genesyslab.Enterprise.Model.Device.IDevice • Reason: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection • Extensions: KeyValueCollection
Chain MediaOpenMediaDNDOff	
• DNDOff	• EnterpriseAgent: IAgent • Channel: IClientChanel - Genesyslab.Enterprise.Model.Channel.IClientChanel • Reason: KeyValueCollection { reasonName } - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection • Extensions: KeyValueCollection
Chain MediaOpenMediaDNDOOn	
• DNDOOn	• EnterpriseAgent: IAgent • Channel: IClientChanel • Reason: KeyValueCollection • Extensions: KeyValueCollection
Chain MediaOpenMediaLogOff	
• LogOff	• Channel: IClientChanel

Default Commands	Parameters
	• DevicePlace: IDevice • Device: IDevice • Reason: KeyValueCollection • Extensions: KeyValueCollection
Chain MediaOpenMediaLogOffPlace	
• LogOffPlace	• Channel: IClientChanel • EnterpriseAgent: IAgent • Reason: KeyValueCollection { reasonName } • Extensions: KeyValueCollection
Chain MediaOpenMediaLogOn	
• UpdateInteractionSignature	
• LogOn	• Channel: IClientChanel • DevicePlace: IDevice • Device: IDevice • Reason: KeyValueCollection { reasonName } • Extensions: KeyValueCollection
Chain MediaOpenMediaLogOnPlace	
• UpdateInteractionSignature	

Default Commands	Parameters
LogOnPlace	- EnterpriseAgent: IAgent - Channel: IClientChanel - Reason: KeyValueCollection { reasonName } - Extensions: KeyValueCollection
Chain MediaOpenMediaNotReady	
UpdateInteractionSignature	
NotReady	- Channel: IClientChanel - DevicePlace: IDevice - Device: IDevice - Reason: KeyValueCollection { reasonName } - Extensions: KeyValueCollection
Chain MediaOpenMediaReady	
UpdateInteractionSignature	
Ready	- Channel: IClientChanel - DevicePlace: IDevice - Device: IDevice - Reason: KeyValueCollection { reasonName }

Default Commands	Parameters
	• Extensions: KeyValueCollection

Manage SMS Media

You can also create new outbound sms through the following commands:

Default Commands	Parameters
Chain MediaSmsCreateNewOutboundPageMode	
IsPossibleToCreate	SourcePhoneNumber: String
ThreadingOpenMedia	ParentInteractionId: String
Create	- CommandParameter: IMediaOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia - Subtype: String - ParentInteractionId: String (ESDK Id) - SourcePhoneNumber: String - DestinationPhoneNumber: String - InputQueues: ICollection<string> - System.Collections.Generic.ICollection - OutputQueues: ICollection<string> - UserData: KeyValueCollection - Extensions: KeyValueCollection - CorrelatorData: String
AddRecentCall	RecentIndex: ObjectTC

Manage E-Mail Media

In addition to **the Open Media commands**, you can also create new outbound e-mails through the following commands:

Default Commands	Parameters
Chain MediaEmailCreateNewOutboundEmail	
IsPossibleToCreate	CommandParameter: IInteractionInboundEmail

Default Commands	Parameters
• AddSignatureParameters	• CommandParameter: IMediaOpenMedia
• AddResponseSignatureParameters	• SignatureOptionValue: String • ESDKInboundEmail: Interaction
• ThreadingOpenMedia	• ParentInteractionId: String
• Create	• CommandParameter: IMediaOpenMedia • ParentInteractionId: String • InitialEmail: String • UserData: KeyValueCollection • Extensions: KeyValueCollection • SignatureParameters: Dictionary<string, object>
• AddRecentCall	• RecentIndex: ObjectTC

Manage Voice Media

The following commands apply to the voice media only. The voice media is composed of Directory Numbers (DNs) available on the underlying switches. Through the below commands, you can:

- Change the media status (ready, not ready, login, log off);
- Activate or deactivate the *Do Not Disturb* (DND) features;
- Start a new call;
- Manage a new Instant Messaging session.

Default Commands	Parameters
Chain MediaVoiceDNDOff	
• DNDOff	• EnterpriseAgent: IAgent • Channel: IClientChanel • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain MediaVoiceDNDOOn	
• DNDOOn	• EnterpriseAgent: IAgent • Channel: IClientChanel • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain MediaVoiceLogOff	
• NegotiatedLogout	• Media: IMedia - Genesyslab.Desktop.Modules.Core.Model.Agents.IMedia
• TLibUpdateSignature	
• SipEndpointPossibleToLogOff Available since: 8.5	
• LogOff	• EnterpriseAgent: IAgent • Channel: IClientChanel

Default Commands	Parameters
	• Queue: String • Password: String • Reasons: KeyValueCollection • Extensions: KeyValueCollection
• SipEndpointLogOff Available since: 8.5	
Chain MediaVoiceLogOn	
• UpdateTlibSignature	
• SipEndpointLogOn Available since: 8.5	
• LogOn	• EnterpriseAgent: IAgent • Channel: IClientChanel • Queue: String • WorkMode: Identity - Genesyslab.Enterprise.Model.Identity.workmode • Password: String • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain MediaVoiceMakeCall	

Default Commands	Parameters
CleanUpInteractionCode	- CommandParameter: IMediaVoice - Genesyslab.Desktop.Modules.Core.Model.Agents.IMediaVoice - UserData: KeyValueCollection
ThreadingVoice	UserData: String
MakeCall	- CommandParameter: IMediaVoice - Destination: String - Location: String - MakeCallType: Genesyslab.Enterprise.Model.Interaction.MakeCallType - UserData: KeyValueCollection - Reasons: KeyValueCollection - Extensions: KeyValueCollection
AddRecentCall	RecentIndex: ObjectTC
Chain MediaVoiceMakeIM	
MakeIM	- CommandParameter: IMediaVoice - Destination: String - Location: String - MakeCallType: Genesyslab.Enterprise.Model.Interaction.MakeCallType - UserData: KeyValueCollection

Default Commands	Parameters
	• Reasons: KeyValueCollection • Extensions: KeyValueCollection
• AddRecentCall	• RecentIndex: ObjectTC
Chain MediaVoiceNotReady	
• UpdateTLibSignature	
• NotReady	• EnterpriseAgent: IAgent • Channel: IClientChanel • Queue: String • WorkMode: Identity • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain MediaVoiceReady	
• UpdateTLibSignature	
• Ready	• EnterpriseAgent: IAgent • Channel: IClientChanel • Queue: String

Default Commands	Parameters
	• WorkMode: Identity • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain MediaVoiceStartIMSession	
• Start	