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Workspace Desktop Edition Developer's Guide

Supervision

12/20/2025

Supervision

Purpose: To provide information about customizable commands for the supervision features.

Learn about Supervision

The following commands apply to supervisor buttons available in toolbars and toaster 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.

Manage Monitoring

The following commands are use to manage supervision.

Chains of Commands to Manage Monitoring

Default Commands	Parameters
Chain TeamLeadEndMonitoring	
EndMonitoring	
Chain TeamLeadEndMonitoringChat	
EndMonitoringChat	
Chain TeamLeadEndMonitoringVoice	
EndMonitoringVoice	
Chain TeamLeadIntrudeCurrentChat	
IntrudeCurrentChat	
AddRecentCall	RecentIndex: ObjectTC
Chain TeamLeadIntrudeCurrentVoice	
IntrudeCurrentVoice	
AddRecentCall	RecentIndex: ObjectTC
Chain TeamLeadIsItPossibleToMonitor	
IsItPossibleToMonitor	CommandParameter: String (employeeID)

Default Commands	Parameters
	IsItPossibleToMonitor: Boolean - System.Boolean, output parameter
Chain TeamLeadMonitorAll	
MonitorAllVoiceCalls	
MonitorAllChatInteractions	
AddRecentCall	RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
AddToTrackingList	
Chain TeamLeadSetSupervisorBargelnChat	
SetSupervisorBargelnChat	
Chain TeamLeadSetSupervisorBargelnVoice	
SetSupervisorBargelnVoice	
Chain TeamLeadSetSupervisorCoachChat	
SetSupervisorCoachChat	
Chain TeamLeadSetSupervisorCoachVoice	

Supervision

Default Commands	Parameters
• SetSupervisorCoachVoice	
Chain TeamLeadSetSupervisorMuteVoice	
• SetSupervisorMuteVoice	
Chain TeamLeadStopMonitor	
• StopMonitorVoiceCalls	
• StopMonitorChatInteractions	
• RemoveFromTrackingList	
• AddRecentCall	• RecentIndex: ObjectTC