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Workspace Desktop Edition Developer's Guide

Voice

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Voice

Purpose: To provide information about customizable commands.

Learn about Voice Commands

The commands presented in this page enable your application to manage voice interactions. In addition, to create a new voice interaction, see [Manage Voice Media](#).

Important

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

Managing Voice Interactions

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

- Answer a call;
- Transfer;
- Conference;
- Mute;
- Send DTMF;
- Listen reconnections and disconnections;
- Retrieve and hold calls.

Important

To create a new voice interaction, see the [Manage Voice Media](#).

Chains of Commands to Manage Voice Interactions

Default Commands	Parameters
Chain InteractionVoiceAlternateCall	
AlternateCall	- CommandParameter: IInteractionVoice - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionVoice - Reasons: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionVoiceAnswerCall	
AnswerCall	- CommandParameter: IInteractionVoice - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionVoiceAutoCloseConsult	
AutoCloseConsult	CommandParameter: IInteractionVoice
Chain InteractionVoiceBeforeClose	
DoNotCallOutboundChain	CommandParameter: IInteraction
SetCallResultOutboundRecord	CommandParameter: IInteraction
RescheduleOutboundRecord	CommandParameter: IInteraction

Default Commands	Parameters
• UpdateOutboundRecord	• CommandParameter: IInteraction
• MarkProcessedOutboundChain	• CommandParameter: IInteraction
• IsContactModified	• Caseld: String
• Close	• CommandParameter: IInteractionVoice
Chain InteractionVoiceClose	
• DoNotCallOutboundChain	• CommandParameter: IInteraction
• SetCallResultOutboundRecord	• CommandParameter: IInteraction
• RescheduleOutboundRecord	• CommandParameter: IInteraction
• UpdateOutboundRecord	• CommandParameter: IInteraction
• MarkProcessedOutboundChain	• CommandParameter: IInteraction
• GetAttachedDataInformationUCS Available since: 8.5	• CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle

Default Commands	Parameters
UpdateNotePad Available since: 8.5	CommandParameter: IInteractionsBundle
StopInteractionVoiceUCS Available since: 8.5	CommandParameter: IInteractionsBundle
IsContactModified	CasId: String
Close	CommandParameter: IInteractionVoice
Chain InteractionVoiceCompleteConference	
CompleteNotePad Available since: 8.5	- CommandParameter: IInteraction - UserData: KeyValueCollection
CompleteConference	- CommandParameter: IInteractionVoice - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionVoiceCompleteTransfer	
CompleteNotePad Available since: 8.5	- CommandParameter: IInteraction - UserData: KeyValueCollection

Default Commands	Parameters
• ParkCallback	• CommandParameter: IInteraction
• CompleteTransfer	• CommandParameter: IInteractionVoice • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceDeleteFromConference	
• DeleteFromConference	• CommandParameter: Party - Genesyslab.Desktop.Modules.Core.Model.Interactions.Party • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceHoldCall	
• HoldCall	• CommandParameter: IInteractionVoice • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceIfPossibleCloseInteraction	
• DoNotCallOutboundChain	• CommandParameter: IInteraction
• SetCallResultOutboundRecord	• CommandParameter: IInteraction

Default Commands	Parameters
RescheduleOutboundRecord	CommandParameter: IInteraction
UpdateOutboundRecord	CommandParameter: IInteraction
MarkProcessedOutboundChain	CommandParameter: IInteraction
GetAttachedDataInformationUCS	CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
UpdateNotePad	CommandParameter: IInteractionsBundle
- IsContactModified - CasId: System.String	
IsPossibleToMarkDone	CommandParameter: IInteractionVoice
CompleteDispositionCode	CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction
Close	CommandParameter: IInteractionVoice
StopInteractionVoiceUCS	CommandParameter: IInteractionsBundle

Default Commands	Parameters
Chain InteractionVoiceInitConference	
ConferenceNotepad	- CommandParameter: IInteraction - UserData: KeyValueCollection
RequestSaveNotepad	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel - Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel
InitConference	- CommandParameter: IInteractionVoice - Destination: - System.String - Location: String - UserData: KeyValueCollection - Reasons: KeyValueCollection - Extensions: KeyValueCollection
AddRecentCall	RecentIndex: ObjectTC
Chain InteractionVoiceInitTransfer	
TransferNotepadInitiateNotepad Modified in: 8.5	- CommandParameter: IInteraction - UserData: KeyValueCollection
RequestSaveNotepad	CommandParameter: IInteraction

Default Commands	Parameters
	NotepadViewModel: INotepadViewModel
InitTransfer	- CommandParameter: IInteractionVoice - Destination: String - Location: String - UserData: KeyValueCollection - Reasons: KeyValueCollection - Extensions: KeyValueCollection - CorrelatorData: String
AddRecentCall	RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
Chain InteractionVoicesPossibleToClose	
IsContactModified	CasId: String
IsPossibleToMarkDone	CommandParameter: IInteractionVoice
CompleteDispositionCode	CommandParameter: IInteraction
Chain InteractionVoiceListenDisconnect	
ListenDisconnect	CommandParameter: Party

Default Commands	Parameters
	• Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceListenReconnect	
• ListenReconnect	• CommandParameter: Party • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoicePauseRecordCall	
• PauseRecordCall	• CommandParameter: IInteractionVoice
Chain InteractionVoiceReconnectCall	
• PromptEnd	• CommandParameter: IInteraction • ConfirmParentWindow: Window
• ReconnectCall	• CommandParameter: IInteractionVoice • Reasons: KeyValueCollection • Extensions: KeyValueCollection
Chain InteractionVoiceRecordCall	
• RecordCall	• CommandParameter: IInteractionVoice
Chain InteractionVoiceRedirectCall	

Default Commands	Parameters
RedirectCall	- CommandParameter: IInteractionVoice - OtherDn: String - OtherDnLocation: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionVoiceReleaseCall	
SetSupervisorSilentCommand	
PromptEnd	- CommandParameter: IInteraction - ConfirmParentWindow: Window
ReleaseCall	- CommandParameter: IInteractionVoice - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionVoiceReportBadQualityOfMedia	
ReportBadQualityOfMedia	CommandParameter: IInteractionVoice
Chain InteractionVoiceResume	
Resume	- CommandParameter: IInteractionVoice - Reasons: KeyValueCollection

Default Commands	Parameters
	Extensions: KeyValueCollection
Chain InteractionVoiceResumeRecordCall	
ResumeRecordCall	CommandParameter: IInteractionVoice
Chain InteractionVoiceRetrieveCall	
RetrieveCall	- CommandParameter: IInteractionVoice - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionVoiceSendDTMF	
SendDTMF	- CommandParameter: IInteractionVoice - DtmfDigits: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionVoiceSingleStepConference	
ConferenceSingleStepNotepad	- CommandParameter: IInteraction - UserData: KeyValueCollection
RequestSaveNotepad	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel

Default Commands	Parameters
SingleStepConference	- CommandParameter: IInteractionVoice - Destination: String - Location: String - UserData: KeyValueCollection - Reasons: KeyValueCollection - Extensions: KeyValueCollection
AddRecentCall	RecentIndex: ObjectTC
Chain InteractionVoiceSingleStepTransfer	
ParkCallback	CommandParameter: IInteraction
TransferSingleStepNotepad	- CommandParameter: IInteraction - UserData: KeyValueCollection
RequestSaveNotepad	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel
SingleStepTransfer	- CommandParameter: IInteractionVoice - Destination: String - Location: String

Default Commands	Parameters
	• UserData: KeyValueCollection • Reasons: KeyValueCollection • Extensions: KeyValueCollection
• AddRecentCall	• RecentIndex: ObjectTC
Chain InteractionVoiceStopRecordCall	
• StopRecordCall	• CommandParameter: IInteractionVoice
Chain UpFrontPauseRecordingVoiceCallCommand Added in 8.5	
• Pause	• CommandParameter: IInteractionVoice
Chain UpFrontPauseRecordingVoiceCallCommandImplicit Added in 8.5	
• Pause	• CommandParameter: IInteractionVoice
Chain UpFrontResumeRecordingVoiceCallCommand Added in 8.5	
• Resume	• CommandParameter: IInteractionVoice
Chain UpFrontResumeRecordingVoiceCallCommandImplicit Added in 8.5	

Default Commands	Parameters
Resume	CommandParameter: IInteractionVoice
Commands common to all interactions	
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	Caseld: String
IsPossibleToClose	CommandParameter: IInteractionsBundle
CompleteDispositionCodeOnBundle	CommandParameter: IInteractionsBundle
Close	CommandParameter: IInteractionsBundle

Default Commands	Parameters
StopInteractionVoiceUCS	• CommandParameter: IInteractionsBundle
GetOutboundPreviewRecord	CommandParameter: ICampaign - Genesyslab.Enterprise.Model.Interaction.ICampaign