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Workspace Desktop Edition Developer's Guide

[Chat](#)

12/14/2025

Chat

Purpose: To present for each chat command, the list of default subcommands available and the associated parameters.

Learn about the Chat Commands

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

- [Open Media](#) to place interactions in a given queue, move them to workbins, and so on.
- [Manage Toaster](#) which also deals with chat interactions.
- [Manage Open Media](#) to manage the chat media.

Important

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

Managing Chat Interactions

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

- Accept or decline a chat session;
- Make chat consultations or transfer the session;
- Release a party;
- Close or leave the session.

Chains of Commands to Manage Chat Interactions

Default Commands	Parameters
Chain InteractionChatAcceptChat	
Accept	CommandParameter: IInteractionChat - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Chat.IInteractionChat
Chain InteractionChatAutoCloseInteraction	
IsContactModified	CasId: String- System.String
ResetInteractionChatConsultationCommand	CommandParameter: IInteractionsBundle - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteractionsBundle
Close	CommandParameter: IInteractionChat
CloseConsultation	CommandParameter: IInteractionChat
Chain InteractionChatAutoDisconnect	
IsContactModified	CasId: String- System.String
ReleaseMyParty	- CommandParameter: IInteractionChat - AfterActionMode: String- System.String
Chain InteractionChatCloseInteraction	
IsContactModified	CasId: String- System.String

Default Commands	Parameters
IsPossibleToClose	CommandParameter: IInteractionChat
Close	CommandParameter: IInteractionChat
Chain InteractionChatCompleteConferenceAgent	
CompleteConference	- CommandParameter: IInteractionChatCommon - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Chat.IInteractionChatCommon - Destination: String - Reason: KeyValueCollection - Genesyslab.Enterprise.Commons.Collections.KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionChatCompleteTransferAgent	
RequestSaveNotepad	- CommandParameter: IInteraction - Genesyslab.Desktop.Modules.Core.Model.Interactions.IInteraction - NotepadViewModel: INotepadViewModel - Genesyslab.Desktop.Modules.Windows.Interactions.INotepadViewModel
CompleteTransfer	- CommandParameter: IInteractionChatCommon - Destination: String - Reason: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionChatConferenceAgent	

Default Commands	Parameters
ConferenceAgent	- CommandParameter: IInteractionOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.IInteractionOpenMedia - Visibility: String - Destination: String - Extensions: KeyValueCollection
AddRecentCall	RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
Chain InteractionChatConsultPromptForEnd	
PromptEnd	- CommandParameter: IInteraction - ConfirmParentWindow: Window - System.Window.Window
Chain InteractionChatConsultRelease	
SetSupervisorMuteChat	
Release	- CommandParameter: IInteractionChatConsult - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Chat.IInteractionChatConsult - Reason: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionChatDeclineChat	
Decline	CommandParameter: IInteractionChat

Default Commands	Parameters
	- Reasons: KeyValueCollection - Extensions: KeyValueCollection
Close	CommandParameter: IInteractionOpenMedia
Chain InteractionChatDisconnectChat	
PromptEnd	- CommandParameter: IInteraction - ConfirmParentWindow: Window
SetSupervisorMuteChat	
Disconnect	- CommandParameter: IInteractionChat - Reason: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionChatDisconnectChatSessionChannel	
IsContactModified	Caseld: String- System.String
Disconnect	CommandParameter: IClientChannel - Genesyslab.Enterprise.Model.Channel.IClientChannel
Chain InteractionChatDisconnectMonitoredChat	

Default Commands	Parameters
IsContactModified	CasId: String- System.String
Disconnect	- CommandParameter: IInteractionChat - Reason: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionChatDisconnectMonitoredCoachChat	
IsContactModified	CasId: String - System.String
DisconnectCoach	- CommandParameter: IInteractionChat - Reason: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionChatInitConsultation	
SetTransferInformation	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel
RequestSaveNotepad	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel
InitConsultation	CommandParameter: IInteractionChatCommon

Default Commands	Parameters
	• Destination: String • Reasons: KeyValueCollection • Extensions: KeyValueCollection
• AddRecentCall	• RecentIndex: ObjectTC
Chain InteractionChatInitiateConferenceOtherType	
• SetCollaborationQueueContext	• CommandParameter: IInteractionChat • System.String: Queue, output parameter - Queue, output parameter
• SetCollaborationContext	• CommandParameter: IInteractionChat • Media: IMediaOpenMedia output parameter - Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia
• CreateCollaboration	• CommandParameter: IInteractionChat • System.String: Queue - Queue • UserData: KeyValueCollection • Media: IMediaOpenMedia - Genesyslab.Desktop.Modules.OpenMedia.Model.Agents.IMediaOpenMedia • CorrelatorData: String
• AddRecentCall	• RecentIndex: ObjectTC

Default Commands	Parameters
Chain InteractionChatInviteAddInvitingParty	
AddParty	- CommandParameter: String - Destination: String - DisplayObject: IFormattedObject Type - Genesyslab.Desktop.Infrastructure.ObjectFormat.IFormattedObject Type
Chain InteractionChatInviteRemoveInvitingParty	
RemoveParty	- CommandParameter: String - Destination: String
Chain InteractionChatIsPossibleToClose	
IsContactModified	CasId: String- System.String
IsPossibleToClose	CommandParameter: IInteractionChat
Chain InteractionChatJoinChat	
Join	CommandParameter: IInteractionChat
Chain InteractionChatLeaveInteractionFromConference	
IsContactModified	CasId: String - System.String
Leave	CommandParameter: IInteractionChat

Default Commands	Parameters
	- Reason: KeyValueCollection - Extensions: KeyValueCollection
Chain InteractionChatPlaceInQueue	
IsContactModified	Caseld: String - System.String
UpdateInteractionUCS	- CommandParameter: IInteraction - NotepadViewModel: INotepadViewModel
SaveAttachedData	- CommandParameter: IInteractionOpenMedia - UserData: KeyValueCollection
PlaceInQueue	- CommandParameter: IInteractionOpenMedia - Destination: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
SetAutoClose	CommandParameter: IInteractionOpenMedia
ReleaseMyParty	- CommandParameter: IInteractionChat - AfterActionMode: String

Default Commands	Parameters
AddRecentCall	RecentIndex: ObjectTC
Chain InteractionChatPushUrl	
PushUrl	- CommandParameter: IInteractionChat - Url: String - Visibility: String
Chain InteractionChatReconnect	
Join	CommandParameter: IInteractionChat
Chain InteractionChatReleasePartyFromConference	
ReleaseParty	CommandParameter: IChatParty - Genesyslab.Desktop.Modules.OpenMedia.Model.Interactions.Chat.IChatParty
Chain InteractionChatReleasePartyFromConsult	
ReleaseParty	CommandParameter: IChatParty
Chain InteractionChatReopenChannel	
Reopen	CommandParameter: IInteractionChat
Chain InteractionChatSendMessage	
SendMessage	CommandParameter: IInteractionChatCommon

Default Commands	Parameters
	• Caseld: String Added in: 8.5 • Visibility: String • Message: String
Chain InteractionChatTransferAgent	
• RequestSaveNotepad	• CommandParameter: IInteraction • NotepadViewModel: INotepadViewModel
• TransferAgent	• CommandParameter: IInteractionOpenMedia • Destination: String • Reasons: KeyValueCollection • Extensions: KeyValueCollection
• SetAutoClose	• CommandParameter: IInteractionOpenMedia
• ReleaseMyParty	• CommandParameter: IInteractionChat • AfterActionMode: String
• AddRecentCall	• RecentIndex: ObjectTC
Chain InteractionChatTypingStarted	

Default Commands	Parameters
TypingStarted	- CommandParameter: IInteractionChatCommon - Visibility: String
Chain InteractionChatTypingStopped	
TypingStopped	- CommandParameter: IInteractionChatCommon - Visibility: String
Chain InteractionChatWorkflow	
CloseConsult	CommandParameter: IInteractionChat
ExitJoinIssue Available since: 8.5	- CommandParameter: IInteractionOpenMedia - Reason: KeyValueCollection - Extensions: KeyValueCollection
Workflow	- CommandParameter: IInteractionOpenMedia - Workflow: String - Reasons: KeyValueCollection - Extensions: KeyValueCollection
Commands common to all interactions	
Chain InteractionSetAttachedDataWithDelay	

Default Commands	Parameters
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