



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Developer's Guide

Supervision

12/14/2025

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	
<ul style="list-style-type: none">EndMonitoring	
Chain TeamLeadEndMonitoringChat	
<ul style="list-style-type: none">EndMonitoringChat	
Chain TeamLeadEndMonitoringVoice	
<ul style="list-style-type: none">EndMonitoringVoice	
Chain TeamLeadIntrudeCurrentChat	
<ul style="list-style-type: none">IntrudeCurrentChat	
<ul style="list-style-type: none">AddRecentCall	<ul style="list-style-type: none">RecentIndex: ObjectTC
Chain TeamLeadIntrudeCurrentVoice	
<ul style="list-style-type: none">IntrudeCurrentVoice	
<ul style="list-style-type: none">AddRecentCall	<ul style="list-style-type: none">RecentIndex: ObjectTC
Chain TeamLeadIsItPossibleToMonitor	
<ul style="list-style-type: none">IsItPossibleToMonitor	<ul style="list-style-type: none">CommandParameter: String (employeeID)

Default Commands	Parameters
	<ul style="list-style-type: none">IsItPossibleToMonitor: Boolean - System.Boolean, output parameter
Chain TeamLeadMonitorAll	
<ul style="list-style-type: none">MonitorAllVoiceCalls	
<ul style="list-style-type: none">MonitorAllChatInteractions	
<ul style="list-style-type: none">AddRecentCall	<ul style="list-style-type: none">RecentIndex: ObjectTC - Genesyslab.Desktop.Modules.TeamCommunicator.ObjectTC
<ul style="list-style-type: none">AddToTrackingList	
Chain TeamLeadSetSupervisorBargelnChat	
<ul style="list-style-type: none">SetSupervisorBargelnChat	
Chain TeamLeadSetSupervisorBargelnVoice	
<ul style="list-style-type: none">SetSupervisorBargelnVoice	
Chain TeamLeadSetSupervisorCoachChat	
<ul style="list-style-type: none">SetSupervisorCoachChat	
Chain TeamLeadSetSupervisorCoachVoice	

Supervision

Default Commands	Parameters
<ul style="list-style-type: none">• SetSupervisorCoachVoice	
Chain TeamLeadSetSupervisorMuteVoice	
<ul style="list-style-type: none">• SetSupervisorMuteVoice	
Chain TeamLeadStopMonitor	
<ul style="list-style-type: none">• StopMonitorVoiceCalls	
<ul style="list-style-type: none">• StopMonitorChatInteractions	
<ul style="list-style-type: none">• RemoveFromTrackingList	
<ul style="list-style-type: none">• AddRecentCall	<ul style="list-style-type: none">• RecentIndex: ObjectTC