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Workspace Desktop Edition Developer's Guide

Workspace Desktop Edition 8.5 Developer's Guide

12/14/2025

Workspace Desktop Edition 8.5 Developer's Guide



Purpose: To provide recommendations and code samples that will help you to customize the out-of-the-box version of the **Genesys Workspace Desktop Edition** (Workspace) to meet your business needs.

Description

This .NET Developer's Guide includes the following introductory material that should help you to understand and use the Workspace Desktop Edition API and Extensions:

- [Introducing Workspace Desktop Edition](#)
- [What are Workspace Desktop Edition Extensions](#)
- [About Workspace Desktop Edition Extension Samples](#)
- [Writing Your Custom Applications](#)
- [Best Practices for Creating/Using Views](#)
- [Views with Their Regions](#)
- [Customizable Commands](#)

Limitation: Usage of Enterprise Services that is provided with this release of Workspace Desktop Edition is supported only for the purpose of Workspace Desktop Edition customization.

New in This Document

Release 8.5.000.55

New Pages:

- [Migrate Custom Applications from 8.1 to 8.5](#)
- [Configure Your Custom Theme](#)

Updated Pages:

- [Gadget Windows](#)

- [Interactions Window](#)
- [Toaster Window](#)
- [Toolbar Window](#)
- [Reference for Commands](#)
- [Windows Utilities](#)
- [Reference for Windows](#)
- [About the Extension Samples](#)
- [Chat](#)
- [E-Mails](#)
- [Open Media](#)
- [Place and Media](#)
- [SMS](#)
- [Voice](#)

Release 8.1.300.17

New pages and sections:

- [Callback](#)
- [Supervision](#)
- [Reference for Commands](#)
- [Windows Utilities](#)
- [Reference for Windows](#)

Updated pages:

- [Advanced Customization](#)
- [About the Extension Samples](#)
- [Toolbar Window](#)
- [Gadget Windows](#)
- [Interactions Window](#)
- [Toaster Window](#)
- [Chat](#)
- [E-Mails](#)
- [Open Media](#)
- [Outbound](#)
- [UCS](#)
- [Work Items](#)

- [SMS](#)
- [Voice](#)
- [Work Items](#)

Release 8.1.200.16

New pages and sections:

- [Active Recording](#)

Updated pages:

- [Gadget Windows](#)
- [Interactions Window](#)
- [Toaster Window](#)
- [Toolbar Window](#)
- [Chat](#)
- [E-Mails](#)
- [IM](#)
- [Open Media](#)
- [Outbound](#)
- [Place and Media](#)
- [SMS](#)
- [UCS](#)
- [Voice](#)
- [Windows](#)
- [Work Items](#)

Release 8.1.100.14

New pages and sections:

- [Frequently Asked Questions](#)
- [Advanced Customization](#)
- [Outbound](#)
- [SMS](#)
- [UCS](#)
- [Hiding and Selecting Custom Views](#)
- [Manage SMS Media](#)

Updated pages:

- [Toolbar Window](#)
- [Interactions Window](#)
- [Gadget Windows](#)
- [Toaster Window](#)
- [Windows](#)
- [Voice](#)
- [Open Media](#)
- [E-Mails](#)
- [Chat](#)

Additional Information

In 8.0, this developer's guide was part of the Workspace Desktop Edition API Reference chm.