



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

Windows Utilities

12/12/2025

Windows Utilities

Tip

If you want to highlight the functional areas in the Workspace UI with the red boxes and descriptions shown in the screen shots in this topic, on a *non-production* developer workstation, either configure the value of the `keyboard.shortcut.action.test_hidden` developer option in the `interactionworkspace.exe.config` file or in Configuration Server using GAX, to a keyboard short cut, such as: `Ctrl+P`. When you press the keyboard shortcut, the functional areas are highlighted.

Genesys recommends that you set this option at the agent level for testing purposes before setting it higher up in the option hierarchy or in the `interactionworkspace.exe.config` file.

Upon execution of the file, the following files are generated in the execution folder:

- `DumpChainOfCommandsInHTML.htm` containing all chains of commands available in the product in html format.
- `DumpChainOfCommandsInWikiMarkup.txt` containing all chains of commands available in the product in wiki format.
- `DumpKeyboardShortcut.htm` containing the list of all commands that can be triggered by a shortcut, and the shortcut configured if any.
- `DumpViewTree.htm` containing all regions.
- `DumpFullTreeView.htm` (when full tree view is specified) containing view tree names.



Purpose: To present the list of accessories and utilities that your application can customize.

Contents

- **1 Windows Utilities**
 - 1.1 Table Views
 - 1.2 Contacts and Favorites
 - 1.3 Forward and CancelForward
 - 1.4 Additional Accessories
 - 1.5 References

Table Views

Available since: 8.5

- **Window:** InsertTableView (IInsertTableView) <ref name="Windows"/>
 - **Region:** InteractionsErrorRegion
 - **View:** InteractionsErrorView (ILastAlertErrorView) <ref name="Windows"/>
- **Window:** TablePropertiesView (ITablePropertiesView) <ref name="Windows"/>
 - **Region:** InteractionsErrorRegion
 - **View:** InteractionsErrorView (ILastAlertErrorView) <ref name="Windows"/>

Contacts and Favorites

Available since: 8.1.200.16; updated in: 8.1.300.17

The following accessory is part of the ToolbarWindowRegion region, which includes the following regions and views.

ContactSearchWindow

- **Window:** ContactSearchWindow (IContactSearchWindow) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** SearchContactDirectoryRegion
 - **View:** SearchContactDirectoryView (IContactDirectoryView) <ref name="Contacts">Genesyslab.Desktop.Modules.Contacts</ref>
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>

ContactMergeWindow

- **Window:** ContactMergeWindow (IContactMergeWindow) (Module: Genesyslab.Desktop.Modules.Contacts)
 - **Region:** MergeContactDirectoryRegion
 - **View:** MergeContactDirectoryView (IContactDirectoryView) (Module: Genesyslab.Desktop.Modules.Contacts)
 - **Region:** ContactDirectoryErrorRegion
 - **View:** ContactDirectoryErrorView (ILastAlertErrorView) (Module:

Genesyslab.Desktop.Modules.Windows)

Merge John Doe with...

Quick search

No items

Page 0 of 0 0 - 0 of 0 10 per page

Description:

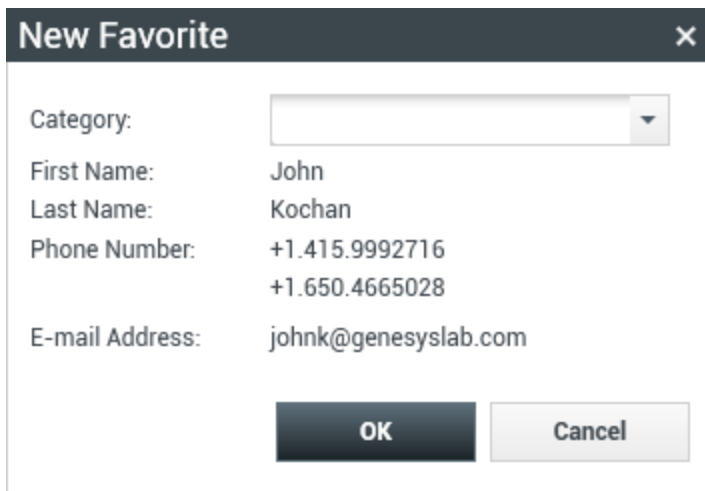
Reason:

Merge Cancel

Utility for merging a contact in the Toolbar window

ContainerView

- **Window:** ContainerView (IContainerView) (Module: Genesyslab.Desktop.Modules.TeamCommunicator)
 - **Region:** FavoriteViewRegion
 - **View:** NewContactView (INewContactView) (Module: Genesyslab.Desktop.Modules.TeamCommunicator)
 - **Region:** FavoriteViewErrorRegion
 - **View:** FavoriteViewErrorView (ILastAlertErrorView) (Module: Genesyslab.Desktop.Modules.Windows)



New Favorite [X]

Category: [dropdown]

First Name: John

Last Name: Kochan

Phone Number: +1.415.9992716
+1.650.4665028

E-mail Address: johnk@genesyslab.com

OK Cancel

Used to embed Team communicators' favorites.

Forward and CancelForward

The following accessories are part of the MyPlaceStatusView view, which includes the following regions and views:

Available since: 8.1.2; updated in 8.1.4

- **Window:** `forward ForwardView (IForwardView) <ref name="Windows">Genesyslab.Desktop.Modules.Windows</ref>`
Updated in 8.1.4
 - **Region:** ForwardErrorRegion
 - **View:** ForwardErrorView (ILastAlertErrorView) `<ref name="Windows" />`
- **Window:** `CancelForwardView (ICancelForwardView) (Module: Genesyslab.Desktop.Modules.Windows)`

Additional Accessories

Available since: 8.1.3; updated in 8.1.4

- **Window:** `IWMessageBoxView (IIWMessageBoxView) (Module: Genesyslab.Desktop.Modules.Windows)`
- **Window:** `AboutWindow (IAboutWindow) (Module: Genesyslab.Desktop.Modules.Windows)`
- **Window:** `AuthenticationWindow (IAuthenticationWindow) (Module: Genesyslab.Desktop.Modules.Windows)`
 - **Region:** CapsLockRegion
 - **View:** CapsLockView (IErrorView) (Module: Genesyslab.Desktop.Modules.Windows)

- **Window:** AuthenticationChangePasswordWindow (IAuthenticationChangePasswordWindow) (Module: Genesyslab.Desktop.Modules.Windows)
 - **Region:** AuthenticationChangePasswordErrorRegion
 - **View:** AuthenticationChangePasswordErrorView (IErrorView) (Module: Genesyslab.Desktop.Modules.Windows)
 - **Region:** CapsLockRegion
 - **View:** CapsLockView (IErrorView) (Module: Genesyslab.Desktop.Modules.Windows)
- **Window:** BroadcastMessageWindow (IBroadcastMessageWindow) (Module: Genesyslab.Desktop.Modules.Windows)
- **Window:** MediaInformationView (IMediaView) (Module: Genesyslab.Desktop.Modules.Windows)
 - **Region:** MediaCapsLockRegion
 - **View:** MediaCapsLockView(IErrorView) (Module: Genesyslab.Desktop.Modules.Windows)
- **Window:** PrintPreviewWindow (IPrintPreviewWindow) (Module: Genesyslab.Desktop.Modules.Windows)
- **Window:** EndWorkflowOpenMediaView (IEndWorkflowOpenMediaView) (Module: Genesyslab.Desktop.Modules.OpenMedia)
 - **Region:** ForwardErrorRegion
 - **View:** ForwardErrorView (ILastAlertErrorView) (Module: Genesyslab.Desktop.Modules.Windows)
- **Window:** CalendarWindowView (ICalendarWindowView) (Module: Genesyslab.Desktop.Modules.Contacts)

References