

# **GENESYS**<sup>®</sup>

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.

# Genesys Engage Workspace Web Edition Help

"How To" Videos

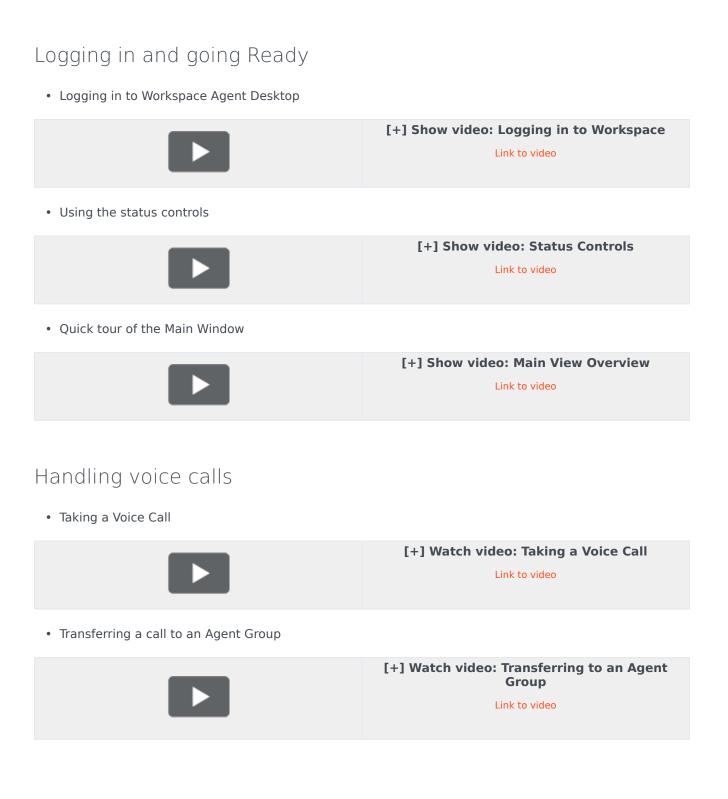
4/16/2025

# "How To" Videos

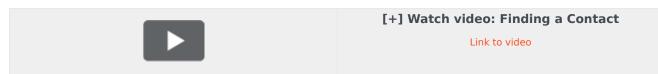
#### Contents

- 1 "How To" Videos
  - 1.1 Logging in and going Ready
  - 1.2 Handling voice calls
  - 1.3 Using a web phone
  - 1.4 Outbound Campaigns
  - 1.5 Handling email
  - 1.6 Handling chats
  - 1.7 Handling Workitems
  - 1.8 Finding and managing contacts
  - 1.9 Finding Interactions
  - 1.10 Browser history
  - 1.11 Instant Messaging in your organization
  - 1.12 Using supervisor features

This topic features a collection of videos from the Genesys Vimeo channel that demonstrate some of the most commonly used features of Workspace Agent Desktop.



• How to make a new call



• How to mute/unmute and control the volume of a call



#### Using a web phone

• Web Phone Browser Communications Overview



• Using the Browser Communications Diagnostics Tool to Troubleshoot Call Quality Problems



## Outbound Campaigns

Here are four tutorial videos that give you a quick overview of being an agent in an Outbound Campaign. The first video introduces Outbound Campaigns, the second demonstrates Predictive and Progressive (automatic) campaigns, the third demonstrates Preview (manual) campaigns, and the fourth demonstrates Push-Preview (semi-automatic) campaigns.

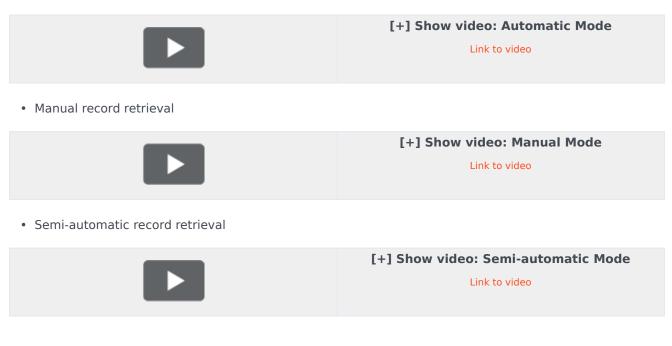
Overview



[+] Show video: Outbound Campaign Overview

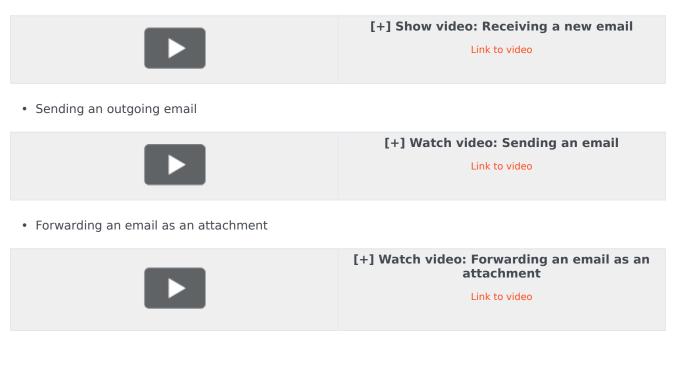
Link to video

• Automatic record retrieval (and scheduling a callback)



# Handling email

• Receiving a new email



• Forwarding an email in-line



# Handling chats

• Handing a chat interaction with a customer

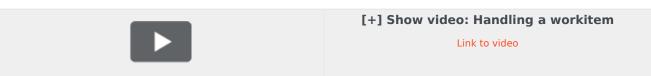


• Sending a URL to your customer



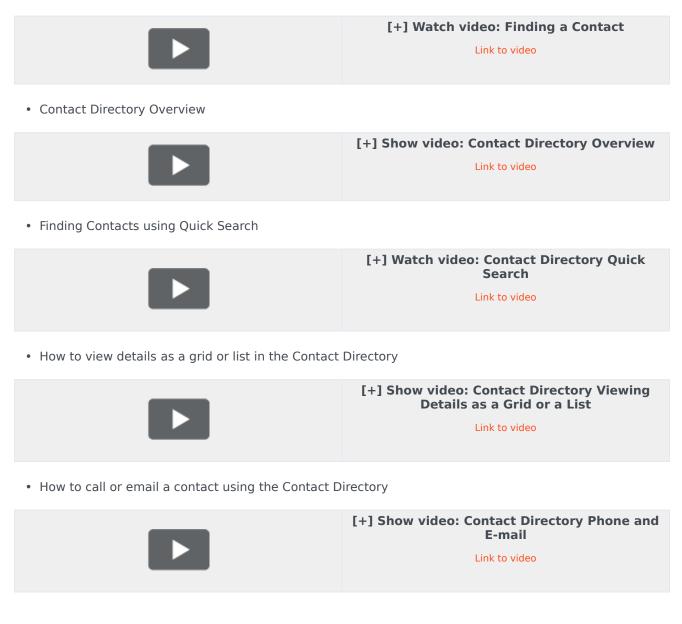
## Handling Workitems

• Handing a workitem interaction



# Finding and managing contacts

• How to find a contact using the Team Communicator



## Finding Interactions

• Contact History Tab

	[+] Show video: Contact History Link to video
Contact History Quick Search	
	[+] Show video: Contact History:Quick Search Link to video
Contact History Advanced Search	
	[+] Show video: Contact History: Advanced Search Link to video
My History Quick Search	
	[+] Show video: My History: Quick Search Link to video
My History Advanced Search	
	[+] Show video: My History: Advanced Search Link to video
Interaction Search Quick Search	
	[+] Show video: Interaction Search: Quick Search Link to video
Interaction Search Advanced Search	
	[+] Show video: Interaction Search: Advanced Search Link to video

## Browser history

• Viewing the Browser History of Your Customers



## Instant Messaging in your organization

• Sending and receiving texts with others in your organization



# Using supervisor features

Supervisors can use the Team Lead Workbins

• Team Lead Workbins Overview





Link to video