



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.

# Web Services and Applications Configuration Guide

Handling Interactions

12/17/2025

# Handling Interactions

Workspace supports the following media types:

- [Voice](#)
- [Voicemail](#)
- [Email](#)
- [Chat](#)
- [Facebook](#)
- [Twitter](#)

Workspace also supports the following functionality for various interaction types:

- [Customer Case](#)
- [Workbins](#)
- [Workitems](#)
- [Standard Responses Library](#)
- [Hierarchical Dispositions](#)