



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

[Workspace Web Edition Help](#)

12/17/2025

Workspace Web Edition Help

Important

This is the Agent help for Workspace Web Edition 8.6 for on-premises deployments.

Tip

Workspace Web Edition Agent Desktop Help is available in the following localized editions:

- French (Canadian)
- French (France)
- German
- Japanese
- Korean
- Portuguese (Brazilian)
- Spanish (Latin American)

Link to video

Workspace lets contact center agents communicate with customers and team members through channels such as calls, chats, and email. You can

- respond to or contact customers through the **channels** assigned to you
- get **help from team members**
- find **standard responses** and **answers** to customer questions
- Change your status to **Ready** when you are ready to receive new interactions or **Not Ready** when you need more time to work on your current interaction or are away from your desktop. Your system might be set up to enable you to **extend your after call work**.
- **Forward** your calls to a different phone number.

Ready? Watch the video for a quick tour of Workspace, and then **get started**.

Looking for answers to specific questions? Try these topics:

- [Customer interactions](#)
- [Internal interactions](#)
- [Voicemail](#)
- [Channels](#)
- [Contact Directory](#)

Lost? See [Navigating Workspace](#).

Are you a supervisor? You can also [monitor agents and calls](#) and provide [email quality assurance](#). Or check out the Workspace video on the left!



Want quick Workspace video tutorials? See our ["How To" Videos](#) collection!

Tip

- The pictures and videos in this Help document show native Genesys Workspace. Your company might have customized many features including corporate logos and the name of the product. This document uses the name Workspace to mean the Agent Desktop application that you use to handle calls and other interactions and to manage your work and your contacts.
- The screen shots and videos in this document show the **Dashboard** tab which is a deprecated functionality beginning from version 8.5.201.61.