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Web Services and Applications Configuration Guide

Handling Interactions

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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](#)