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Genesys Engage Workspace Web Edition Help

Blend Different Channels Into A Single Conversation

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Blend Different Channels Into A Single Conversation

The Customer Experience power of Workspace comes from seamless blending of channels into a single conversation.

You can chat with a contact online, while at the same time speaking together on the phone and composing an email message to send information in writing!

You can have a conference call with a contact and someone else in your company, and at the same time send Instant Messages to the person in your company.

When you are consulting with someone else in your company, the Team Communicator shows you a list of your active consultations to make it quick for you to choose who to transfer or conference the interaction to, or who to add a different type of consultation (voice or chat). If you want to perform a warm transfer or a two-step transfer, click Consult to talk to the consultation target and then click Transfer to transfer the call.



Team Communicator displaying active consultations

This article shows you many different use cases for channel blending (omnichannel) that you can use to improve customer experience (CX)!

[+] Guide to media blending combinations

The table **Some of the available media blending by type of interaction** lists some of the media blending combinations that are available from each media channel, including consultations. The table **Available consultation types and blending consultation types by interaction-type** lists the media blending combinations that are available for each consultation media-type.

Some of the available media blending by type of interaction

Interaction	Media blending and consultation
Voice (Contact)	Voice consultation
voice (contact)	IM consultation
Voice (Internal target)	Voice consultation
	IM consultation
IM (Internal target)	Voice (Internal target)

Interaction	Media blending and consultation
	Voice
Email (inbound from contact)	Voice consultation
	IM consultation
	Voice
Email (outbound to contact)	Voice consultation
	IM consultation
	Voice
Chat	Voice consultation
	IM consultation
	Chat consultation

Available consultation types and blending consultation types by interaction-type

Interaction	1st consult	1st transition consult	2nd transition consult
Voice	Voice consult	IM consult	Х
E mail	Voice consult	IM consult	Х
E-IIIdii	IM consult	Voice consult	Х
	Voico consult	IM consult	Chat consult
	voice consuit	Chat consult	IM consult
Chat	IM concult	Voice consult	Chat consult
Cliat		Chat consult	Х
	Chat concult	Voice consult	IM consult
		IM consult	Voice consult

Blending one media with another



While you are handling a call, chat, or email, it's easy to add a new media-type to a blended conversation.

Click to open the Action menu that is next to the name of the party.

The Action menu displays the media channels that are available for blending.

The Team Communicator has an Action menu for each party that you are consulting.

Blending an email interaction with a voice interaction

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Avril Mai S Connected
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You can email the person that you are talking to on the phone while you are talking to them. You can also do the opposite, call a contact from the new outgoing email window while you are writing the email.

Click the party Action menu to open it and select the type of interaction you want to start.

If the contact has more than one email address you can confirm during the call which address to use.

The new email interaction opens as part of the voice call interaction view.

If the address is not in the Contact Database, use Team Communicator to start a new email interaction by typing the email address in the Team Communicator search field. In this case, the new email will open in a separate view, not in the voice interaction view; however, your phone call will not be interrupted.

Blending a voice interaction with a chat interaction

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Case Information		
Avril Mai Connected		
New E-mail to mail@mail.dom	A' has joined the session be with you shortly (through Chat Server ChatServer ty 'Carole Spencer' has joined the session ow can I help you today?	r)
[6:36:21 PM] Carole Spencer: Let me	e call you and verify your number.	ber is not being accepted.
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Avril Mai		
Case Information		

You can call a contact that you are chatting with, but you cannot start a chat with a contact that you are talking to on the phone.

During a chat with a contact you might want to call the contact. Use the party Action menu to select one of the phone numbers for the contact that is stored in the Contact Database.

The new voice call interaction opens as part of the chat interaction view.

Blending internal voice interactions and internal IM interactions

Workspace enables you to blend media during internal interactions, whether you are calling agent-to-agent, or are consulting with another party while you are handling an interaction with a contact, you can add different media to your internal interactions.

To add an IM to your voice consultation call, or your internal voice call, use Team Communicator to IM or call the party. At this time, the party Action menu is not supported.

The next few sections show you how to combine Voice and IM in your internal conversations:

- Blend an internal IM with an active internal voice interaction
- Blend an internal IM consultation with an active internal voice consultation
- Blend a voice consultation with an IM consultation

Blend an internal IM with an active internal voice interaction

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Case Information
Origin: Internal call to Krist Sippola
Kristi Sippola Connected Team Communicator
Dispositions Note
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Kristi Sippola
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Case Information
Origin: Instant messaging to Kristi Sippola
✓ Kristi Sippola ○ Connected
Welcome to Instant Messaging. Send a message to start the session. [8:05:09 PM] Carole Spencer: Hello Kristi, here is the account number 5555-5555-5555 [8:05:14 PM] Kristi Sippola accepted the Instant Messaging invitation.

You can add an internal IM interaction to an active internal voice interaction and handle both at the same time.

During a call with someone in your company, you might want to send them an IM, perhaps to provide them with an account number, a name, a telephone number, and so on.

To add an IM interaction to your conversation, type the name, phone number, or other information into the Team Communicator field to search for the person. When you find their name, select Send Instant Message.

Type something in the IM text field and click **Send** to start the conversation.

Blend an internal IM consultation with an active internal voice consultation

You can add an internal IM consultation to an active internal voice consultation and handle both by switching back and forth between interactions.

During a call with a contact you might want to start a voice consultation and then blend in an IM consultation.

First start a voice consultation with someone in your company.

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Anri Mai 🔮 Connected	King Secola
Dispositions Note	4 1 may 4 2
Enter note	Start Voce Consultation (SD2) Start Instant Message Onsultation

After you connect to the person you are consulting with, open the Team Communicator to start an IM with the same person (or a different person).

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Case Information
- (Arris Mai 🔹 On Hold) Team Communicator
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You can switch back and forth among your call with your customer, your voice consultation, and your IM consultation with the person in your company.

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Case Information
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metcome to transmissing. Send a message M trart the session.
[8:54.18 PM] Carole Spencer: Helio Kristi, here is Avril's account number: 555-555-555 [8:54.24 PM] Kristi Sippola accepted the Instant Messaging Invitation.