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Workspace Desktop Edition Help

[Composite Views Overview](#)

Composite Views Overview

Composite views are windows that contain the components that are required to complete a task such as handling an Inbound Voice Interaction. They are supported by **Atomic views** which are contained in separate windows.

Login—The first view that you see. It enables you to identify yourself and, if required, enter additional login data based on your role or the technical environment. To open the Login Window, **launch** the Interaction Workspace application.

Main Window—Enables you to manage your status, contacts, favorites, and settings; view your KPIs and messages; and launch new interactions.

Gadget—Enables you to manage your status and favorites, create new interactions, and access information about interactions that are currently active.

Statistics Gadget—Enables you to view your KPIs and contact-center statistics in a permanent view. Statistics can be viewed in a ticker or in a static view.

Interaction Preview—Displays an interactive notification of a new inbound interaction. The notification is a preview that includes attached data that enables you to decide whether to accept or reject the interaction.

Voice Tasks

- **Voice Interaction**—Enables you to view all of the information that is necessary to handle a voice interaction with a contact or an internal agent.
- **Internal Voice Interaction**—Enables you to start a voice interaction with an internal target.
- **Voice Consult**—Enables you to consult with another agent about the current **voice interaction**, before you initiate a conference with the agent or transfer to the agent.
- **Voice Recording**—Enables you to record the current voice interaction with a contact or an internal target (for VoIP-/SIP-enabled agents only).

Web Callback Interaction—Enables you to view the information that is necessary to handle a web callback voice interaction with a contact.

Chat Tasks

- **Chat Interaction**—Enables you to view all of the information that is necessary to handle a chat interaction with a contact or an internal agent.
- **Chat Consult**—Enables you to consult with another agent about the current chat interaction, before you initiate a conference with the agent or transfer to the agent.

E-Mail Interaction—Enables you to view all of the information that is necessary to handle inbound and outbound e-mail interactions with a contact or internal agent, and how to handle QA review of outbound e-mail interactions.

SMS Interaction—Enables you to view all of the information that is necessary to handle an SMS interaction with a contact.

Workitems—Enables you to view non-interactive media types, such as faxes.

Internal IM—Enables you to **send** an Instant Message (IM) to another agent (internal target) or **receive** an IM from an internal target.

Outbound Campaign Tasks

- **Outbound Preview Calls**—Enables you to request an outbound campaign interaction and view contact-related data before you make the call to the contact.
- **Outbound Push Preview Calls**—Enables you to receive automatically an outbound campaign interaction and view contact-related data before you make the call to the contact.
- **Outbound Progressive and Predictive Calls**—Enables you to receive outbound interactions that are dialed automatically by the system.
- **Call Actions for Outbound Calls**—Enables you to perform common call functions such as transferring a call or scheduling a callback.

Plug-in Support

Interaction Workspace supports Genesys plug-ins for a variety of extended media channels, including social-media channels such as Facebook and Twitter. Refer to the documentation that comes with your Genesys eServices plug-ins for information about how to install and use these media channels.