GENESYS™

Workspace Desktop Edition Help

Interaction Workspace Help

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Interaction Workspace Help

Interaction Workspace is a modular, customizable application that enables you to handle contact-center interactions, monitor contact-center and personal KPIs, and consult with your colleagues.

The Interaction Workspace Help contains information about how to:

- Use the Composite views to handle customer interactions, according to your role in the contact-center.
- Use the Atomic views that enable you to complete tasks, according to your role in the contact-center.
- Launch Interaction Workspace.
- Use keyboard navigation and accessibility.