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Workspace Desktop Edition User's Guide

Handling Interactions

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Handling Interactions

These lessons show you how to handle interactions of various types. Some types, such as Voice and Chat, enable you to transfer, conference, or consult with another target in your call center. The **Common Interaction Management** tasks enable you to use functionality that is common to many of the interaction types. Handling Interactions

- **Voice Interactions**
 - [Handle Voice Interactions](#)
 - [Handle A Voice Consultation](#)
 - [Transfer A Voice Call](#)
 - [Conference A Voice Call](#)
 - [Record Interactions](#)
- **Web Callback**
 - [Handle Web Callback Interactions](#)
- **Outbound Campaigns**
 - [Handle Outbound-Campaign Voice Interactions](#)
- **IM Interactions**
 - [Handle Internal Instant Messaging](#)
- **Chat Interactions**
 - [Handle A Chat Interaction](#)
 - [Handle A Chat Consultation](#)
 - [Transfer A Chat Interaction](#)
 - [Conference A Chat Interaction](#)
- **E-mail Interactions**
 - [Handle An E-Mail Interaction](#)
- **SMS Interactions**
 - [Handle An SMS Interaction](#)
 - [Transfer An SMS Interaction](#)
- **Social Media Interactions**
 - [Handle A Twitter Interaction](#)
 - [Handle A Facebook Interaction](#)
 - [Handle An RSS Interaction](#)
- **Workitems**

- [Handle A Workitem Interaction](#)
- **Advanced Media Blending**
 - [Blend Different Media Into A Single Conversation](#)
- **Common Interaction Management**
 - [Edit Case Information And Record Information](#)
 - [Using The Standard Response Library](#)
 - [Apply Disposition Codes](#)
 - [Using The Interaction Bar](#)