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Workspace Desktop Edition User's Guide

Interaction Workspace 8.1 User's Guide

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Interaction Workspace 8.1 User's Guide

Getting Started

Find information about concepts and terminology and learn how to log in and start using the application.

[Getting Started](#)

Handling Interactions

Find information about handling interactions, such as voice, IM, E-mail, Chat, SMS, and Social Media.

[Handling Interactions](#)

Contact Management

Find information about viewing and managing previous interactions with a contact.

[Contact Management](#)

Using Workbins

Find detailed information about accessing interactions that are stored in a workbin.

[Using Workbins](#)

Team Lead Functionality

Find information about how a Team Supervisor can monitor, coach, and barge-in on agents who are handling voice and chat interactions.

[Team Lead Functionality](#)

Contact Center Tasks

Find information about how to view KPIs and statistics, receive business and system messages, and personalize your workspace.

[Contact Center Tasks](#)

Document Change History

A list of topics that are new or that have changed since the previous release.

Change History

For information about releases 8.1.2 and earlier, see the PDF version of the [Interaction Workspace 8.1.3 User's Guide](#)