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Workspace Desktop Edition Help

[Email Tasks Overview](#)

Contents

- [1 Email Tasks Overview](#)
 - [1.1 Related Resources](#)

Email Tasks Overview

Tip

Are you looking for **tutorials** to help you learn how to use this feature? Check out the [Related Resources](#) section at the bottom of this article.

The Email Interaction window enables you to access all of the information that is necessary to handle email interactions with a contact. Click the links below to learn more:

- Handling [inbound](#) email interactions.
- Handling [outbound](#) email interactions.

If you are a supervisor or Team Lead, you might be responsible for [QA Review of Email Interactions](#).

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- [Handle An Email Interaction](#)
- [Blend Different Media Into A Single Conversation](#)
- [Main Window Basics](#)
- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

Related topics

- [Inbound Email](#)
- [Outbound Email](#)
- [QA Review of Email](#)

Top 10 pages

1. [Workspace Desktop Edition Help](#)
2. [Main Window](#)
3. [My Status](#)
4. [Contact Directory](#)

5. [Workbins](#)
6. [Functionality Overview](#)
7. [My Messages](#)
8. [Login](#)
9. [Voice Consultation](#)
10. [Components, Features, and Controls](#)