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# Workspace Desktop Edition Help

Note

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# Note

[**Modified:** 8.5.146.06]

## 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 **Note** view is a feature that enables you to enter comments about the current interaction or about a selected interaction in the History database. The comments are stored as a part of the history for the contact. The contents of the note can be viewed by any agent who views the contact's history.

Where can I find the notepad?

The screenshot shows the Workspace interface. At the top, there's a 'Workspace' header with a user profile 'Jim Miller'. Below it, a contact card for 'Anuradha Pache' is shown with a status of 'Connected'. The main area is divided into 'Dispositions' and 'Note' tabs. The 'Note' tab is active, showing a text area with the text 'Ms. Pache, requests an extended warranty'. A handwritten arrow points to this text area with the label 'enter your note here'. Another handwritten arrow points to a 'Save' button at the bottom right of the text area with the label 'click save'. To the right of the note area is a 'CONTACT' sidebar with 'Information' and 'History' tabs. The 'Information' tab is active, showing fields for 'General' (Title, First Name, Last Name), 'Phone Number' (+91.11.20000198, 3615), and 'E-mail Address' (AnurP@mail.dom).

The Note is available as a tab in the following views:

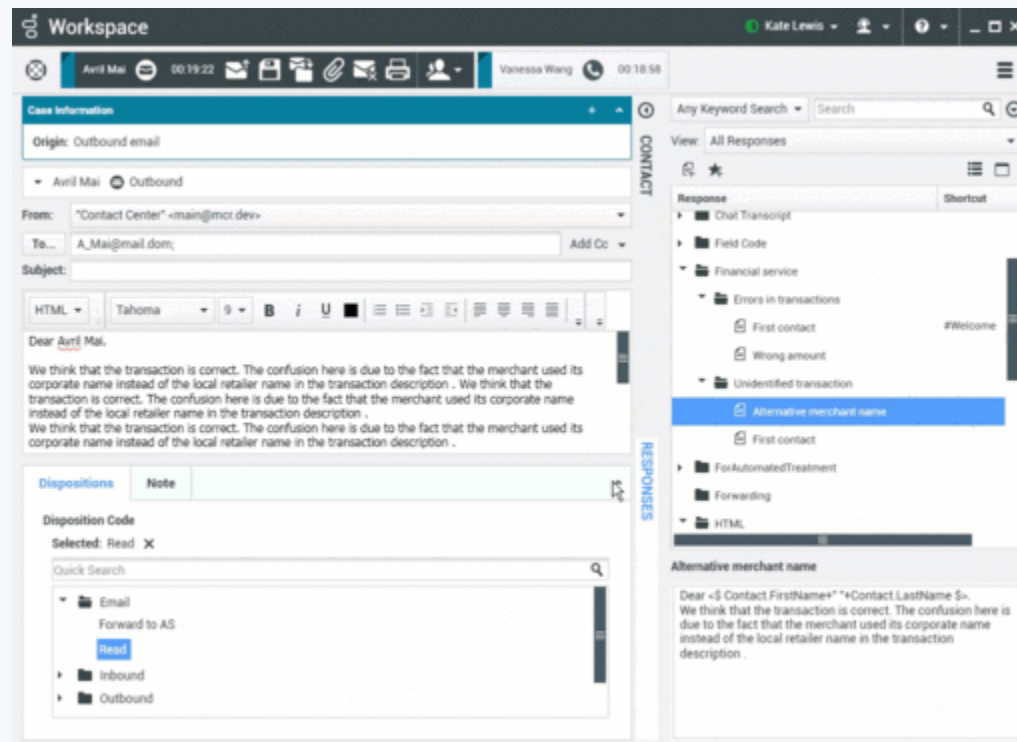
- **Voice** Interaction
- **E-Mail** Interaction

- **Chat** Interaction
- **Workitem** Interaction
- **History**

Type notes in the Note text field. Click **Save** to save the notes as part of the interaction.

## Tip

Minimizing and Restoring the **Note** view. If you need more space in the Interaction view you can minimize or restore the Disposition tab and Note tab area by clicking the chevron. [**Added:** 8.5.146.06]



Click the image if animation does not start.

## Important

The **Dispositions** tab and the **Note** do not become available until the call is established.

## 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:

- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

## Related topics

- [Functionality Overview](#)
- [Components, Features, and Controls](#)

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