GENESYS™

Workspace Desktop Edition User's Guide

Getting Started

5/8/2025

Getting Started

These lessons introduce you to Workspace, the next-generation Genesys agent desktop interface, and show you how to get started accepting interactions.

This topic contains the following sub-topics (click a link below or use the TOC on the left to navigate this section):

- Workspace Concepts
- Log In
- Main Window Basics
- Manage Your Status
- Forward Your Calls
- Find A Contact Or An Internal Target

Videos

There are some videos on the Workspace Help landing page that you might find useful. Even more videos are available for the latest Cloud version of Workspace. The user interface is a little different, but you might find these videos instructive.