Workspace Desktop Edition User's Guide

Workspace 8.5 User's Guide

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User's Guide for **Genesys Workspace Desktop Edition** (Workspace). For less detailed information about the topics covered in this User's Guide, see the *Workspace Desktop Edition Help*.

Getting Started

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

Getting Started

Workspace Concepts

Log In

Manage Your Status

Handling Interactions

Find information about handling interactions, such as voice (and voice with video), Internal IM, E-mail, Chat, and SMS.

Handling Interactions

Outbound Campaigns

Finding Interactions

Using the Altocloud tab

Handling Social Media

Find information about handling Social Media interactions.

Twitter

Facebook

RSS

Contact Management

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

Finding Interactions

Managing Contact History

Managing Your History

Managing Contacts and Contact

Using Workbins

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

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.

Using Workbins

Using Workbins to Access Stored
Interactions

Team Lead Functionality

Monitor, Coach, and Barge-in Interactions

Contact Center Tasks

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

Contact Center Tasks

View KPIs And Statistics

Receive Business And System Messages

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