Workspace Desktop Edition Help

Functionality Overview

5/12/2025

Contents

Functionality 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.

Functionality versus Components

Workspace comprises different functionality views that enable you to handle interactions, access your history, find contact information, access statistics, and so on. Each functionality view is composed of panes and windows that contain the components, features, and controls that are required to complete a task, such as handling an inbound voice interaction. Many of the component panes and windows are common to more than one view, and so are described separately in the Components, Features, and Controls section of this help document. In the Components, Features, and Controls section you will find:

- Agent Tools
- Statistics, Status, and Other Information
- Functions and Information for Contacts
- Functions and Information for Interactions

Functionality

The following are the different views that you use inside of Workspace to handle interactions, manage contacts, and complete other tasks:

Login: The first view that is displayed when you launch Workspace. It enables you to identify yourself and, if required, enter additional login data based on your role or the technical environment. To open the Login window, first launch the Workspace application.

Main Window: Enables you to manage your status, contacts, favorites, and settings; find existing interactions; access your KPIs and messages; and launch new interactions.

Statistics Gadget: Enables you to access your KPIs and contact center statistics in a permanent view. Statistics can be accessed in a ticker or in a static view.

Interaction Preview: Displays an interactive notification of a new inbound interaction. The notification is a preview that includes attached data that enables you to decide whether to accept or reject the interaction.

Voice channel

- **Voice interaction**: Enables you to access all of the information that is necessary to handle a voice interaction with a contact or an internal agent.

- **Internal Voice Interaction**: Enables you to start a voice interaction with an internal target.

- **Voice Consultation**: Enables you to consult with another agent about the current voice interaction, before you initiate a conference with the agent or transfer the call to the agent.

- **Voice Recording**: Enables you to record the current voice interaction with a contact or an internal target (for VoIP-/SIP-enabled agents only).

- **Video Interaction**: Enables you to add the video channel to your current voice call.

- **Web Callback Interaction**: Enables you to access the information that is necessary to handle a web callback voice interaction with a contact.

Other channels

- **Chat Interaction**: Enables you to access all of the information that is necessary to handle a chat interaction with a contact or an internal agent.

- **Chat Consult**: Enables you to consult with another agent about the current chat interaction before you initiate a conference with the agent or transfer to the agent.

- **Email Interaction**: Enables you to access all of the information that is necessary to handle inbound and outbound email interactions with a contact or internal agent, and how to handle QA review of outbound email interactions.

- **SMS Interaction**: Enables you to access all of the information that is necessary to handle an SMS interaction with a contact.

- **Skype for Business Plugin**: Enables you to access all of the information that is necessary to handle interactions with a contact in an environment that uses Skype for Business.

- **Facebook Interaction**: Enables you to access all of the information that is necessary to handle a Facebook interaction with a contact.

- **TwitterInteraction**: Enables you to access all of the information that is necessary to handle a Twitter interaction with a contact.

- **RSS Interaction**: Enables you to access all of the information that is necessary to handle an RSS interaction with a contact.

- **Workitems**: Enables you to access non-interactive media types, such as faxes.

- **Internal IM**: Enables you to send an Instant Message (IM) to another agent (internal target) or receive an IM from an internal target.

Outbound campaigns

- **Outbound Campaign Tasks**: Overview of the Outbound campaign types.

- Outbound Preview Calls: Enables you to request an outbound campaign interaction and access contact-related data before you make the call to the contact.

- Outbound Push Preview Calls: Enables you to receive automatically an outbound campaign interaction and access contact-related data before you make the call to the contact.

- Outbound Progressive and Predictive Calls: Enables you to receive outbound interactions that are dialed automatically by the system.

- Call Actions for Outbound Calls: Enables you to perform common call functions such as transferring a call or scheduling a callback.

Plug-in Support

Workspace supports Genesys plug-ins for a variety of extended media channels, including social-media channels such as Facebook and Twitter. Refer to the documentation that comes with your Genesys eServices plug-ins for information about how to install and use these media channels.

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:

- Getting Started

- Handling Interactions

- Basic Use-Case Summary

Related topics

- Components, Features, and Controls

- Team Communicator

- Keyboard Navigation and Accessibility

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