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Workspace Desktop Edition Help

Email Tasks Overview

5/10/2025

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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

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