

GENESYS

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Workspace Desktop Edition Help

My Campaigns

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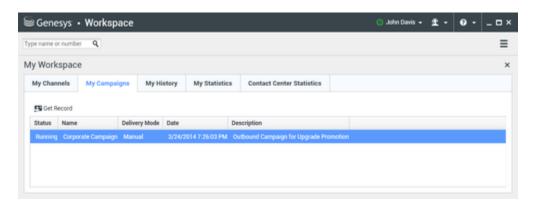
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My Campaigns

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 **My Campaigns** view is part of the Workspace in the Main Window. It provides a list of the active (loaded, but not yet started) and running (loaded and started) campaigns in which you are currently involved.



The **My Campaigns** view displays the name, delivery mode (automatic or manual), and description of each campaign.

If you are part of an Outbound Preview campaign, you can use the My Campaign view to request a new record by selecting the name of the campaign and then clicking **Get Record**.

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 Outbound-Campaign Voice Interactions
- Handle a Voice Call
- Workspace Windows and Views
- Basic Use-Case Summary

Related topics

- Outbound Preview Calls
- Outbound Push Preview Calls
- Outbound Progressive Calls
- Call Actions for Outbound Calls
- Voice Interaction
- Voice Consultation
- Voice Recording

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