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# Workspace Desktop Edition Help

Note

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## Contents

- [1 Note](#)
  - [1.1 Where can I find the notepad?](#)
  - [1.2 Related Resources](#)

# Note

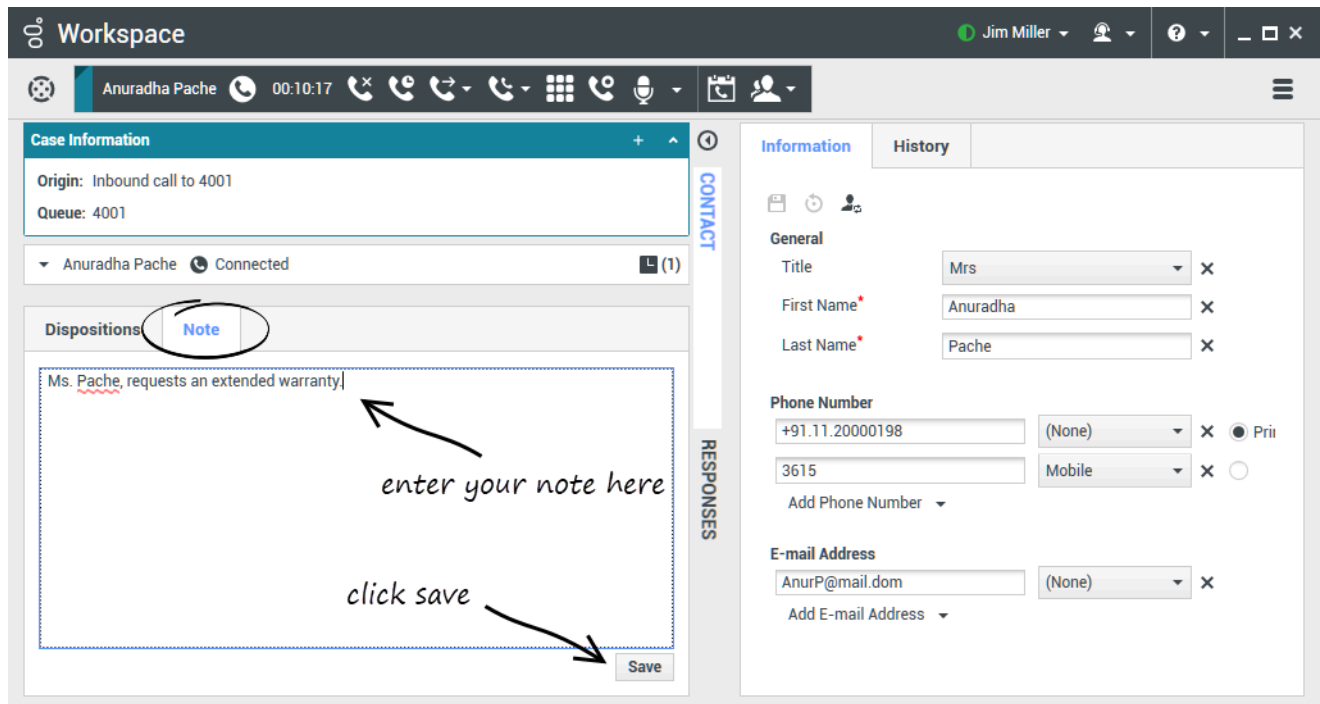
[Modified: 8.5.146.06]

## 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 **Note** view is a feature that enables you to enter comments about the current interaction or about a selected interaction in the History database. The comments are stored as a part of the history for the contact. The contents of the note can be viewed by any agent who views the contact's history.

Where can I find the notepad?



The Note is available as a tab in the following views:

- **Voice** Interaction
- **E-Mail** Interaction

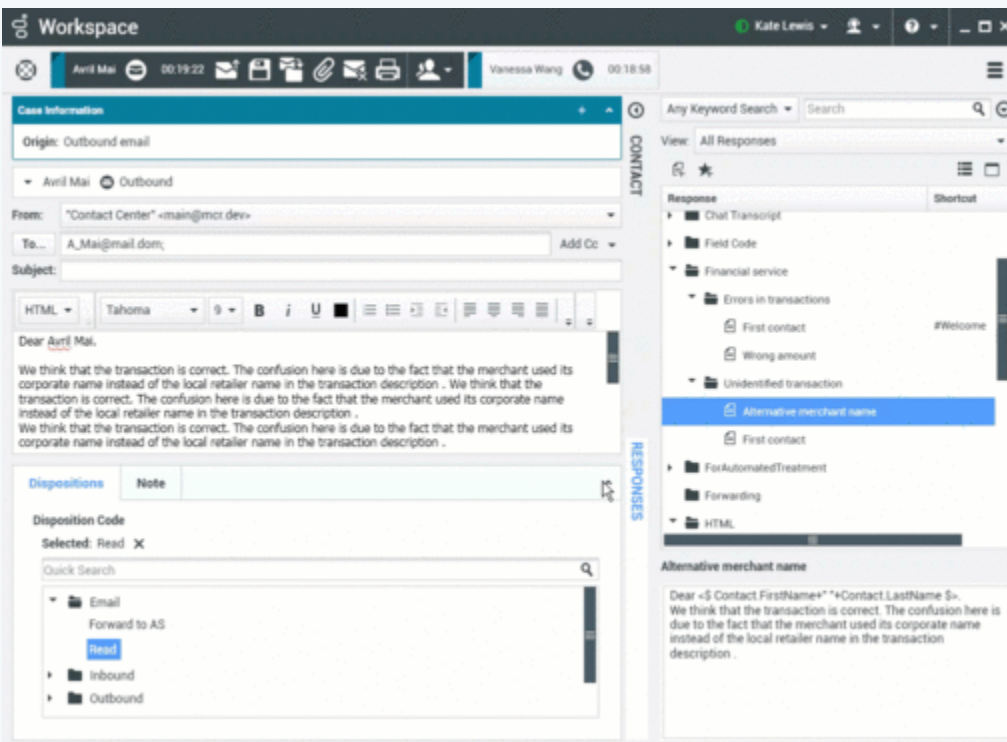
## Note

- **Chat** Interaction
- **Workitem** Interaction
- **History**

Type notes in the Note text field. Click **Save** to save the notes as part of the interaction.

### Tip

Minimizing and Restoring the **Note** view. If you need more space in the Interaction view you can minimize or restore the Disposition tab and Note tab area by clicking the chevron. [**Added:** 8.5.146.06]



Click the image if animation does not start.

### Important

The **Dispositions** tab and the **Note** do not become available until the call is established.

## 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:

- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

### Related topics

- [Functionality Overview](#)
- [Components, Features, and Controls](#)

### 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](#)
8. [Login](#)
9. [Voice Consultation](#)
10. [Components, Features, and Controls](#)