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Workspace Desktop Edition User's Guide

Getting Started

12/15/2025

Getting Started

These lessons introduce you to Workspace, the next-generation Genesys agent desktop interface, and show you how to get started accepting interactions.

This topic contains the following sub-topics (click a link below or use the TOC on the left to navigate this section):

- [Workspace Concepts](#)
- [Log In](#)
- [Main Window Basics](#)
- [Manage Your Status](#)
- [Forward Your Calls](#)
- [Find A Contact Or An Internal Target](#)

Videos

There are some videos on the [Workspace Help landing page](#) that you might find useful. Even [more videos](#) are available for the latest Cloud version of Workspace. The user interface is a little different, but you might find these videos instructive.