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Workspace Desktop Edition User's Guide

Team Lead Functionality

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Team Lead Functionality

In this lesson, you will learn how a Team Lead (Supervisor) can monitor, coach, and barge-in on agents who are handling voice and chat interactions.

This topic contains the following sub-topics:

- [Monitor, Coach, and Barge-in Interactions](#)
- [Workbin and Queue Management](#)
- [Change agent state and log off agents](#)

Related Information

- [Team Lead](#)