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# Workspace Desktop Edition User's Guide

Workspace 8.5 User's Guide

5/5/2025

# Workspace 8.5 User's Guide

User's Guide for **Genesys Workspace Desktop Edition** (Workspace). For less detailed information about the topics covered in this User's Guide, see the [Workspace Desktop Edition Help](#).

## Getting Started

Find information about Workspace and learn how to log in and start using the application.

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[Getting Started](#)

[Workspace Concepts](#)

[Log In](#)

[Manage Your Status](#)

## Handling Interactions

Find information about handling interactions, such as [voice \(and voice with video\)](#), [Internal IM](#), [E-mail](#), [Chat](#), and [SMS](#).

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[Handling Interactions](#)

[Outbound Campaigns](#)

[Finding Interactions](#)

[Using the Alt+Send key](#)

## Handling Social Media

Find information about handling Social Media interactions.

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[Twitter](#)

[Facebook](#)

[RSS](#)

## Contact Management

Find information about viewing and managing previous interactions with a contact.

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[Finding Interactions](#)

[Managing Contact History](#)

[Managing Your History](#)

[Managing Contacts and Contact Lists](#)

## Using Workbins

Find detailed information about accessing interactions that are stored in a workbin.

## Team Lead Functionality

Find information about how a Team Supervisor can monitor, coach, and barge-in on agents who are handling voice and chat interactions.

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### Using Workbins

Using Workbins to Access Stored Interactions

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### Team Lead Functionality

Monitor, Coach, and Barge-in Interactions

### Contact Center Tasks

Find information about how to view KPIs and statistics, receive business and system messages, and personalize your workspace.

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Contact Center Tasks

View KPIs And Statistics

Receive Business And System Messages

### Document Change History

A list of topics that are new or that have changed since the previous release.

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### Change History

For information about releases 8.1.2 and earlier, see the PDF version of the [Interaction Workspace 8.1.3 User's Guide](#)