



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Supervisor's Guide

Workbins (v8)

12/16/2025

Workbins (v8)

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Supervisors](#).

A workbin is like a personal queue or storage area where you can store **email**, **Facebook**, and **Twitter** interactions to be handled later.

As an agent you have two different workbins that you can use. If you are a Supervisor (Team Lead), you might have additional workbins that you can use to manage the interactions of the agents that you supervise, and you might be set up to edit Case Information.

You can access all of your workbins from the **Supporting Views** () menu.

How do I use the My Workbins view?

To view another workbin, select it in the Workbin explorer on the left-hand side of the view. The number of unopened email messages in each workbin folder is indicated next to the name of the workbin folder.

The list of available workbins depends on how your system is set up by your administrator. Some of the workbins which might be configured for you include:

- **In Progress** contains unprocessed inbound email interactions and Facebook and Twitter messages that you've saved by clicking **Save in Draft Workbin**.
- **My Drafts** contains outbound email interactions and Facebook and Twitter messages that you've saved by clicking **Save in My Draft E-mails Workbin**.

To view details, notes, and case date about an interaction that is stored in one of your workbins, select it. Information about the selected interaction is displayed in the tabs at the bottom of the Workbins view. To display the interaction information tabs, click the **Show/Hide Details Panel** button. ()

To open an interaction for editing or handling, select it and click .