# GENESYS

# Genesys Engage cloud Workspace Web Edition Agent Desktop Help

## "How To" Videos

5/6/2025

# "How To" Videos

## Contents

This topic features a collection of videos from the Genesys Vimeo channel that demonstrate some of the most commonly used features of Workspace Agent Desktop.

## Logging in and going Ready

- Logging in to Workspace Agent Desktop

| | |
|---|---|
| ▶ | **[+] Show video: Logging in to Workspace**<br><br>Link to video |

- Using the status controls

| | |
|---|---|
| ▶ | **[+] Show video: Status Controls**<br><br>Link to video |

- Quick tour of the Main Window

| | |
|---|---|
| ▶ | **[+] Show video: Main View Overview**<br><br>Link to video |

## Handling voice calls

- Taking a Voice Call

| | |
|---|---|
| ▶ | **[+] Watch video: Taking a Voice Call**<br><br>Link to video |

- Transferring a call to an Agent Group

| | |
|---|---|
| ▶ | **[+] Watch video: Transferring to an Agent Group**<br><br>Link to video |

- How to make a new call

| | |
|---|---|
| ▶ | **[+] Watch video: Finding a Contact**<br><br>Link to video |

- How to mute/unmute and control the volume of a call

| | |
|---|---|
| ▶ | **[+] Watch video: Controlling your microphone and speakers**<br><br>Link to video |

## Using a web phone

- Web Phone Browser Communications Overview

| | |
|---|---|
| ▶ | **[+] Watch video: Using a Web Phone**<br><br>Link to video |

- Using the Browser Communications Diagnostics Tool to Troubleshoot Call Quality Problems

| | |
|---|---|
| ▶ | **[+] Watch video: Troubleshooting call quality issues**<br><br>Link to video |

## Outbound Campaigns

Here are four tutorial videos that give you a quick overview of being an agent in an Outbound Campaign. The first video introduces Outbound Campaigns, the second demonstrates Predictive and Progressive (automatic) campaigns, the third demonstrates Preview (manual) campaigns, and the fourth demonstrates Push-Preview (semi-automatic) campaigns.

- Overview

| | |
|---|---|
| ▶ | **[+] Show video: Outbound Campaign Overview**<br><br>Link to video |

- Automatic record retrieval (and scheduling a callback)

|  |  |
|---|---|
| ▶ | **[+] Show video: Automatic Mode**<br><br>Link to video |

- Manual record retrieval

|  |  |
|---|---|
| ▶ | **[+] Show video: Manual Mode**<br><br>Link to video |

- Semi-automatic record retrieval

|  |  |
|---|---|
| ▶ | **[+] Show video: Semi-automatic Mode**<br><br>Link to video |

## Handling email

- Receiving a new email

|  |  |
|---|---|
| ▶ | **[+] Show video: Receiving a new email**<br><br>Link to video |

- Sending an outgoing email

|  |  |
|---|---|
| ▶ | **[+] Watch video: Sending an email**<br><br>Link to video |

- Forwarding an email as an attachment

|  |  |
|---|---|
| ▶ | **[+] Watch video: Forwarding an email as an attachment**<br><br>Link to video |

- Forwarding an email in-line

**[+] Watch video: Forwarding an email in-line**

Link to video

- Using the forward combination menu

**[+] Watch video: Using the forward combination menu**

Link to video

## Handling chats

- Handing a chat interaction with a customer

**[+] Show video: Handling a chat**

Link to video

- Sending a URL to your customer

**[+] Show video: Sending weblinks to your contact**

Link to video

## Handling Workitems

- Handing a workitem interaction

**[+] Show video: Handling a workitem**

Link to video

## Finding and managing contacts

- How to find a contact using the Team Communicator

| | |
|---|---|
| ▶ | **[+] Watch video: Finding a Contact**<br><br>Link to video |

- Contact Directory Overview

| | |
|---|---|
| ▶ | **[+] Show video: Contact Directory Overview**<br><br>Link to video |

- Finding Contacts using Quick Search

| | |
|---|---|
| ▶ | **[+] Watch video: Contact Directory Quick Search**<br><br>Link to video |

- How to view details as a grid or list in the Contact Directory

| | |
|---|---|
| ▶ | **[+] Show video: Contact Directory Viewing Details as a Grid or a List**<br><br>Link to video |

- How to call or email a contact using the Contact Directory

| | |
|---|---|
| ▶ | **[+] Show video: Contact Directory Phone and E-mail**<br><br>Link to video |

## Finding Interactions

- Contact History Tab

"How To" Videos

[+] **Show video: Contact History**

Link to video

- Contact History Quick Search

[+] **Show video: Contact History:Quick Search**

Link to video

- Contact History Advanced Search

[+] **Show video: Contact History: Advanced Search**

Link to video

- My History Quick Search

[+] **Show video: My History: Quick Search**

Link to video

- My History Advanced Search

[+] **Show video: My History: Advanced Search**

Link to video

- Interaction Search Quick Search

[+] **Show video: Interaction Search: Quick Search**

Link to video

- Interaction Search Advanced Search

[+] **Show video: Interaction Search: Advanced Search**

Link to video

## Browser history

- Viewing the Browser History of Your Customers

| | **[+] Watch video: Viewing the Browser History of Your Customers** |
|---|---|
| ▶ | Link to video |

## Instant Messaging in your organization

- Sending and receiving texts with others in your organization

| | **[+] Watch video: Texting with others in your organization** |
|---|---|
| ▶ | Link to video |

## Using supervisor features

Supervisors can use the Team Lead Workbins

- Team Lead Workbins Overview

| | **[+] Watch video: Team Lead Workbins Overview** |
|---|---|
| ▶ | Link to video |