

GENESYS[®]

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Genesys Engage cloud Workspace Web Edition Agent Desktop Help

"How To" Videos

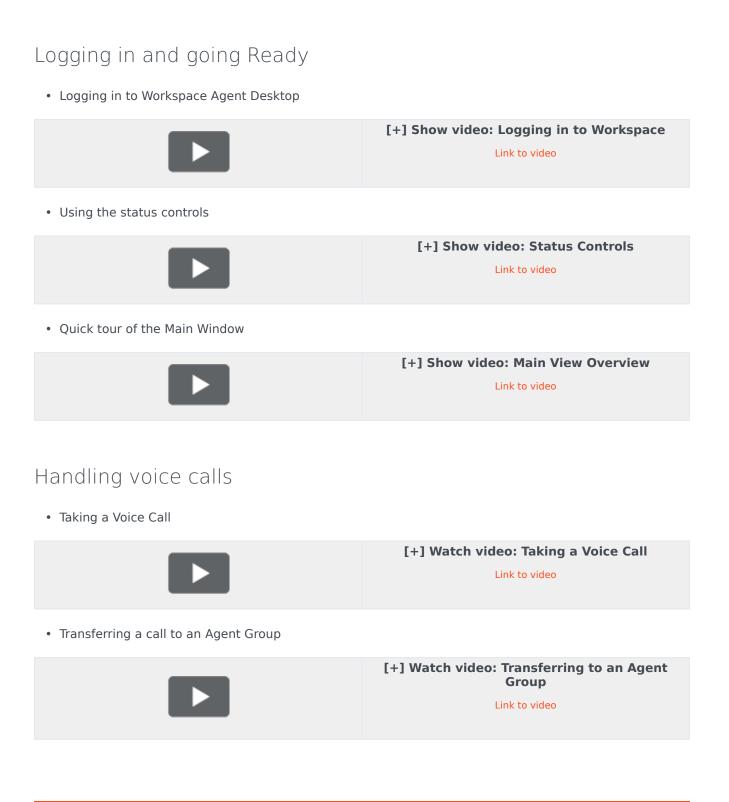
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"How To" Videos

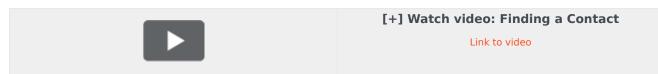
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This topic features a collection of videos from the Genesys Vimeo channel that demonstrate some of the most commonly used features of Workspace Agent Desktop.



• How to make a new call



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



Using a web phone

• Web Phone Browser Communications Overview



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



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.

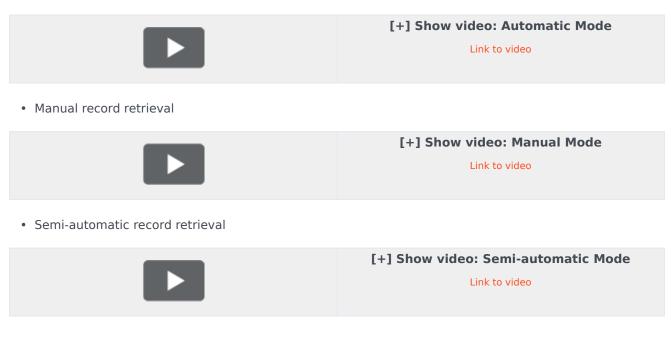
Overview



[+] Show video: Outbound Campaign Overview

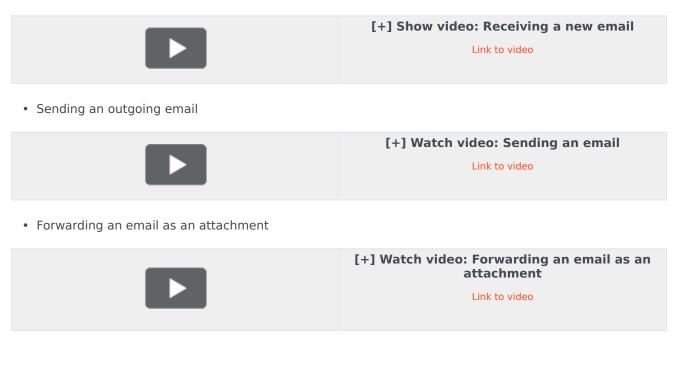
Link to video

Automatic record retrieval (and scheduling a callback)



Handling email

• Receiving a new email



• Forwarding an email in-line



Handling chats

• Handing a chat interaction with a customer



• Sending a URL to your customer



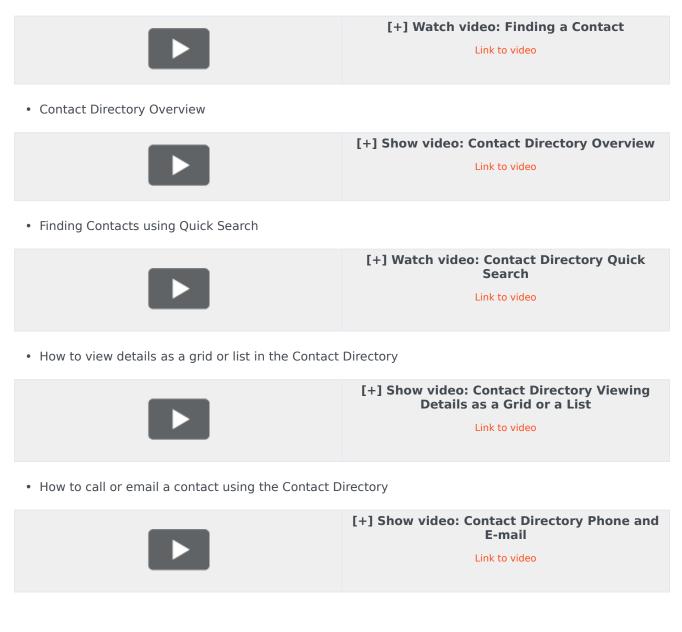
Handling Workitems

• Handing a workitem interaction



Finding and managing contacts

• How to find a contact using the Team Communicator



Finding Interactions

• Contact History Tab

| | [+] 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 | |
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| Interaction Search Quick Search | |
| | [+] Show video: Interaction Search: Quick Search Link to video |
| Interaction Search Advanced Search | |
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Browser history

• Viewing the Browser History of Your Customers



Instant Messaging in your organization

• Sending and receiving texts with others in your organization



Using supervisor features

Supervisors can use the Team Lead Workbins

• Team Lead Workbins Overview





Link to video