

# **GENESYS**

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## Genesys Engage Workspace Web Edition Help

"How To" Videos

## "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.

#### Logging in and going Ready

• Logging in to Workspace Agent Desktop

[+] Show video: Logging in to Workspace
Link to video

• Using the status controls

[+] Show video: Status Controls
Link to video

• Quick tour of the Main Window

	[+] Show video: Main View Overview
	Link to video
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### Handling voice calls

• Taking a Voice Call

[+] Watch video: Taking a Voice Call
Link to video

• Transferring a call to an Agent Group

[+] Watch video: Transferring to an Agent Group
Link to video

· How to make a new call



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



#### 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)

[+] Show video: Automatic Mode
Link to video

Manual record retrieval



Semi-automatic record retrieval



#### Handling email

• Receiving a new email

[+] Show video: Receiving a new email
Link to video

• Sending an outgoing email



• Forwarding an email as an attachment

[+] Watch video: Forwarding an email as an attachment
Link to video

• Forwarding an email in-line



• Using the forward combination menu



#### Handling chats

• Handing a chat interaction with a customer



• Sending a URL to your customer



#### Handling Workitems

· Handing a workitem interaction

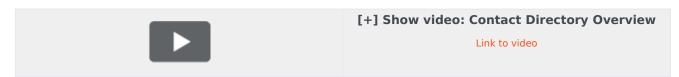


#### Finding and managing contacts

• How to find a contact using the Team Communicator

[+] Watch video: Finding a Contact
Link to video

• Contact Directory Overview



• Finding Contacts using Quick Search



• 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
Link to video

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

[+] Show video: Contact Directory Phone and E-mail
Link to video

#### Finding Interactions

Contact History Tab

	[+] Show video: Contact History
	Link to video

• Contact History Quick Search



• Contact History Advanced Search



My History Quick Search



• My History Advanced Search



• Interaction Search Quick Search



• Interaction Search Advanced Search



#### 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

