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Workspace Desktop Edition Deployment Guide

Functionality Overview

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Functionality Overview

This category introduces the functionality of Interaction Workspace. For details about using the functionality, refer to *Interaction Workspace User's Guide* and *Interaction Workspace Context-Sensitive Help*. Interaction Workspace provides a secure agent interface to the Genesys 8 Suite. The functionality of Interaction Workspace is controlled for each agent by Role Based Access Control (RBAC). This section describes the functionality in general terms. Refer to *Interaction Workspace User's Guide* and *Interaction Workspace Context-Sensitive Help* for detailed explanations of the functionality and interface use. The general functionality of Interaction Workspace is described in the following sections:

- [Agent Login And Authentication](#)
- [Managing Agent Status](#)
- [Managing Agent Inactivity](#)
- [Previewing Incoming Interactions](#)
- [Handling Interactions](#)
- [Interaction Workspace SIP Endpoint](#)
- [Recording SIP Voice Interactions](#)
- [Active Recording And Screen Capture](#)
- [Monitoring SIP Voice Interactions](#) (including Team Lead functionality)
- [Monitoring Chat Interactions](#) (including Team Lead functionality)
- [Communicating Internally](#)
- [Viewing Broadcast Messages](#)
- [Viewing User And Group Metrics](#)
- [Viewing Contact-Center Metrics](#)
- [Managing Contacts](#)
- [Hiding Selected Data In Logs](#)
- [Client-side Port Security](#)
- [Business Continuity](#)
- [Accessibility And Navigation](#)

Interaction Workspace features two modal views: Main View and Gadget. Refer to *Interaction Workspace User's Guide* and *Interaction Workspace Context-Sensitive Help* for detailed explanations of how to use these two different views. For information about configuring the Main View, see [Main view](#). For information about configuring the Gadget, see [Gadget and Statistics Gadget Options](#).