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Workspace Desktop Edition Deployment Guide

Introduction

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These pages introduce you to Interaction Workspace, the next-generation Genesys agent desktop interface. Privilege- and role-driven capabilities, as well as features that focus on the needs of the user, make Interaction Workspace a total agent solution. The Interaction Workspace agent interface enables users to invoke interactions that are related to existing interactions -- thus ensuring a consistent customer experience. Interaction Workspace is a modular application that permits expansion and customization. See the following resources for information about how to customize and extend Interaction Workspace:

- [Interaction Workspace Developer's Guide and .NET API Reference](#)
- [Interaction Workspace 8.1 Extension Examples](#)