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Workspace Desktop Edition Help

Inbound E-Mail

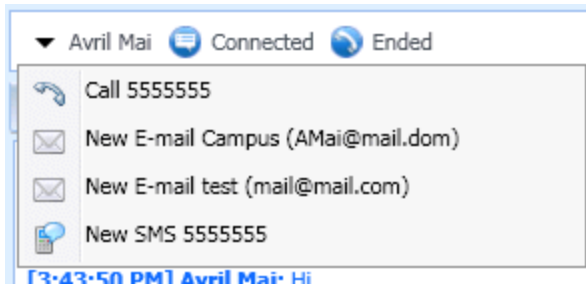
Inbound E-Mail

The Inbound E-mail Interaction window enables you to handle many e-mail-related tasks, including the following:

- **Reply** or Reply All to the e-mail.
- **Transfer** (forward) the e-mail.
- **Forward** the e-mail to an External Resource.
- Select Mark Done for the current interaction.
- **Consult** with an internal target or with a contact.
- Start a **Voice Consultation** with an internal target or with a contact.
- Start an **IM Consultation** with an internal target.
- Set a **disposition code**.
- Save the e-mail in a **workbin** for later handling.
- Use the **Notepad** to attach a note to the interaction history.
- View **Case Data** (attached data) for the current interaction.
- **Call** the sender if there is a phone number in the contact database.
- View and manage **contact history**. Open and handle e-mail interactions from the contact history.
- View and manage **contact information**. You might also be configured to assign an unknown interaction to a contact in the contact database by using the **Manual Contact Assignment** feature.
- Hide or display the controls and information about the current interaction by clicking the collapse/expand Interaction View button:

| | |
|----------|---|
| Collapse |  |
| Expand |  |

- View the standard **response** library, if you decide to call the sender instead of replying to the e-mail.
- **Print** the current e-mail interaction.
- Blend the interaction with other media, such as voice and SMS, by using the Party Action menu.



Media blending

If there are **in progress** or **recent interactions** for the current contact, the number of interactions is displayed beside the connection status of the interaction.

Transferring an Inbound E-Mail

To transfer an e-mail interaction that you have accepted, click the **Transfer** (📧➡️) button. The **Team Communicator** is displayed. Choose a transfer target. Select **E-Mail Transfer**.

If the target accepts the interaction, the interaction window on your desktop closes.

If the target rejects the interaction, the interaction window reopens on your desktop and displays an error that informs you that the target rejected the interaction.

Forwarding an Inbound E-Mail to an External Resource

To forward the e-mail to an external resource, click **Forward the email to External Resource** (📧➡️) on the active inbound e-mail window toolbar to open the **Team Communicator**.

Enter a valid e-mail address, select a contact, or select a favorite to which the e-mail is to be forwarded.

Click the **Action Menu** drop-down list that is displayed next to the name of the external resource to whom you want to forward the interaction, and then select **E-Mail Forward to External Resource**.

The interaction window closes on your desktop and the e-mail is forwarded to the in-box of the external resource.