GENESYS™

Workspace Desktop Edition Help

Interaction Preview

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Interaction Preview

Interaction Preview displays an interactive notification that enables you to preview a new inbound interaction. The preview includes attached data that enables you to decide whether to accept or reject the interaction. The Case Data that is displayed in your Interaction Preview depends on the items configured by your system administrator.

When a new inbound interaction is routed to your workstation an interactive Interaction Preview appears in the bottom right corner of your display. Depending on how your system is configured, the preview might contain some or all of the following information about the interaction:

- Reason for the interaction
- Type
- Contact type/Segment (for example, Gold)
- Priority
- Contact name, number, or other information
- Origin or Queue
- Time in queue (duration)

Use Cases

An interaction preview is displayed for each of the following interaction types, unless you are configured for auto-answer:

- Voice/VoIP/Outbound ( )
- E-Mail ( )
- Chat ( )
- SMS ( )
- IM ( )
- Workitem ( )

Voice/VoIP/Outbound

For a regular inbound call, if you are not configured for auto-answer, your phone set rings; you can preview the call, before accepting or rejecting it, by reviewing the information provided by an Interaction Preview. If you reject the call, it is sent to another agent, routing point, or queue.

For an inbound call on a VoIP/SIP system, you receive notification of the call. You can choose to view a call summary before accepting or rejecting the call. If you accept the interaction, the call arrives on

your phone set, with or without preview for ringing. If you reject the call it is sent to another agent, routing point, or queue.

There are four modes of Outbound campaign calls. Some modes will enable you to preview a call, while others are auto-dialed and connected. Refer to Outbound Campaigns Overview for more information about Outbound campaign calls.

E-Mail, Chat, SMS, IM, Workitems

For a regular inbound interaction, if you are not configured for auto-answer, an interaction preview is displayed on your desktop; you can preview the interaction by reviewing the preview information before you accept or reject the interaction. If you reject the interaction, it is sent to another agent, routing point, or queue.

Accepting or Rejecting the Interaction

Depending on how your system is configured, you might have some or all of the following choices when an Interaction Preview is displayed on your desktop:

- **Accept**—Open the interaction in an interaction view.
- **Reject**—Return the interaction to another agent, routing point, or queue.