GENESYS™

Workspace Desktop Edition Help

Launching Interaction Workspace

4/13/2025

Launching Interaction Workspace

Double-click the **Interaction Workspace** icon on your desktop to launch the application.

Interaction
Workspace
desktop
icon

The Interaction Workspace Login Window is displayed.

After you authenticate, Interaction Workspace might automatically update if new tasks are assigned to you or if the application is updated.

Note: Depending on the configuration of your environment, if you log in to a SIP Voice channel without having your configured USB headset plugged in, you might be logged in to Interaction Workspace but not the SIP Voice channel. To complete login to the SIP Voice channel, plug in your USB headset.