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Workspace Desktop Edition Help

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My Messages

Your lead or your administrator can send messages directly to you or your group by using the Interaction Workspace Broadcast Message function. You might receive business-type messages or system-type messages.

Examples of business messages include:

- Performance reminders
- Instructions for you or your workgroup
- Information about upcoming events or requirements

Examples of system messages include:

- Switch is out of service
- Channel voice is out of/back in service
- The Universal Contact Server is out of service

Message Preview

If you receive a message, a Message Preview interactive notification is displayed on your desktop.

Message priority might be indicated by one or more of the following methods:

- Audio cue
- Color border around the message preview
- Message type indicator graphic
- Priority text (for example: High)

If a Message Preview interactive notification is displayed on your desktop, you can do one of the following:

- Click **Show**—Displays the **message window**. The message is also displayed in the **My Messages** area of the **Main Window**. The message is marked as Read.
- Click **Dismiss**—Closes the Message Preview. The message is displayed in the **My Messages** area of the **Main Window**. The message is marked as Unread.
- Do nothing—The Message Preview is dismissed automatically after a time interval that is defined by your system administrator; the message is displayed in the **My Messages** area of the **Main Window**. The message is marked as Unread. If you are using the Gadget, the message is also accessible by using the **Gadget Main Menu** to open the My Messages window.

Message Window

You can display the Message Window by clicking **Show** in the **Message Preview** or by double-clicking the message in the **Messages** area of the **Main Window**.

The Message Window contains the full content of a message that has been directed to you or your group. As well as displaying the content of the message, the Message Window also might contain the following information:

- Message Type—This information might be conveyed by text, the title bar, and/or an icon.
- Subject
- Sender
- Priority—This information might be conveyed by text and/or by the color of the border that surrounds the information about the message.
- Date
- Topic (target audience)
- Other data that is defined by your administrator

My Messages

The My Messages view of the **Main Window**, or the My Messages window that is opened from the **Gadget**, provides you with up-to-date information on the status of your contact-center, changes related to your activities, and business messages sent by your leads.

To open the My Messages view in the **Main Window**, click the **Messages** button. Click the **Messages** button again to close the My Messages view.

In the Messages view, the messages are displayed in a scrolling list with the most recent message on the top.