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Workspace Desktop Edition Help

Notepad

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The Notepad is a feature that enables you to enter comments about the current interaction or about a selected interaction in the History database. The comments are stored as a part of the history for the contact. The contents of the Notepad can be viewed by any agent who views the contact's history.

The Notepad is available as a tab in the following views:

- **Voice** Interaction
- **E-Mail** Interaction
- **Chat** Interaction
- **Workitem** Interaction
- **History**

Type notes in the Notepad text field. Click **Save** to save the notes as part of the interaction.