



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Help

Note

Contents

- [1 Note](#)
 - [1.1 Where can I find the notepad?](#)
 - [1.2 Related Resources](#)

Note

[**Modified:** 8.5.146.06]

Tip

Are you looking for **tutorials** to help you learn how to use this feature? Check out the [Related Resources](#) section at the bottom of this article.

The **Note** view 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 note can be viewed by any agent who views the contact's history.

Where can I find the notepad?

The screenshot shows the Workspace interface. At the top, there's a header bar with 'Workspace' and user information 'Jim Miller'. Below this is a toolbar with various icons. The main area is divided into two panels. The left panel, titled 'Case Information', shows 'Origin: Inbound call to 4001' and 'Queue: 4001'. Below this is a 'Dispositions' section with a 'Note' tab selected. The 'Note' tab contains a text area with the text 'Ms. Pache, requests an extended warranty'. A handwritten arrow points to this text area with the text 'enter your note here'. Another handwritten arrow points to a 'Save' button at the bottom right of the text area with the text 'click save'. The right panel shows contact information for 'Anuradha Pache', including 'Title: Mrs', 'First Name: Anuradha', 'Last Name: Pache', 'Phone Number: +91.11.20000198', and 'E-mail Address: AnurP@mail.dom'.

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

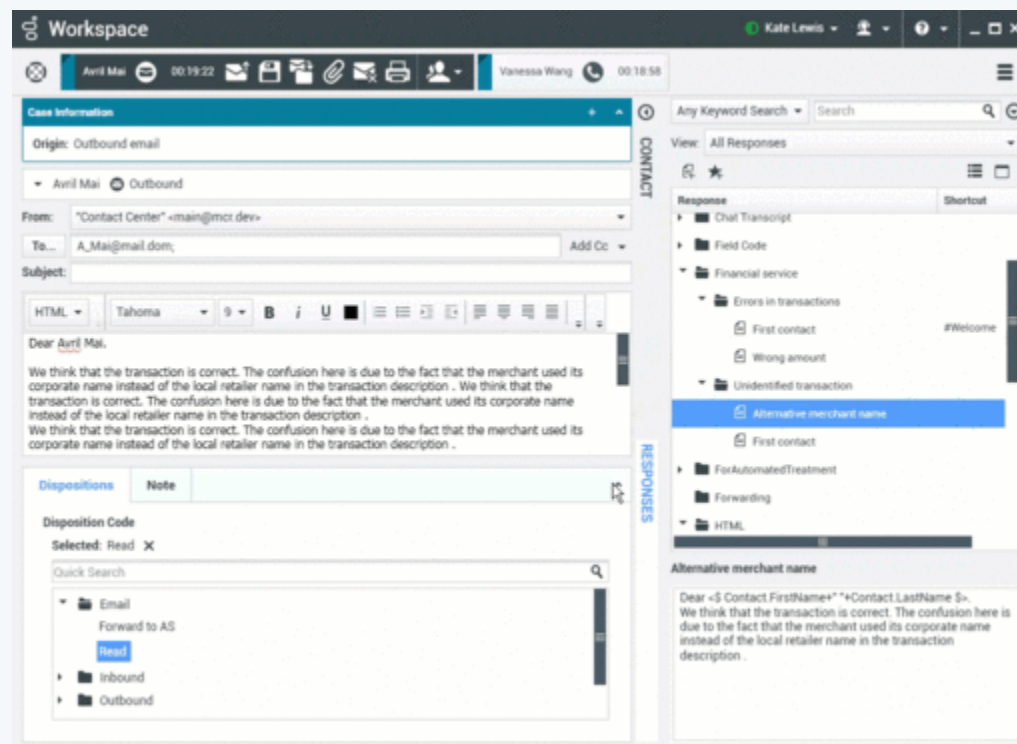
- **Voice** Interaction
- **E-Mail** Interaction

- **Chat** Interaction
- **Workitem** Interaction
- **History**

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

Tip

Minimizing and Restoring the **Note** view. If you need more space in the Interaction view you can minimize or restore the Disposition tab and Note tab area by clicking the chevron. **[Added: 8.5.146.06]**



Click the image if animation does not start.

Important

The **Dispositions** tab and the **Note** do not become available until the call is established.

Related Resources

The *Workspace Desktop Edition User's Guide* (English only) provides detailed lessons for using all the features of Workspace. You might find the following lessons useful:

- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

Related topics

- [Functionality Overview](#)
- [Components, Features, and Controls](#)

Top 10 pages

1. [Workspace Desktop Edition Help](#)
2. [Main Window](#)
3. [My Status](#)
4. [Contact Directory](#)
5. [Workbins](#)
6. [Functionality Overview](#)
7. [My Messages](#)
8. [Login](#)
9. [Voice Consultation](#)
10. [Components, Features, and Controls](#)