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Workspace Desktop Edition Help

[RSS Interaction](#)

12/19/2025

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RSS Interaction

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.

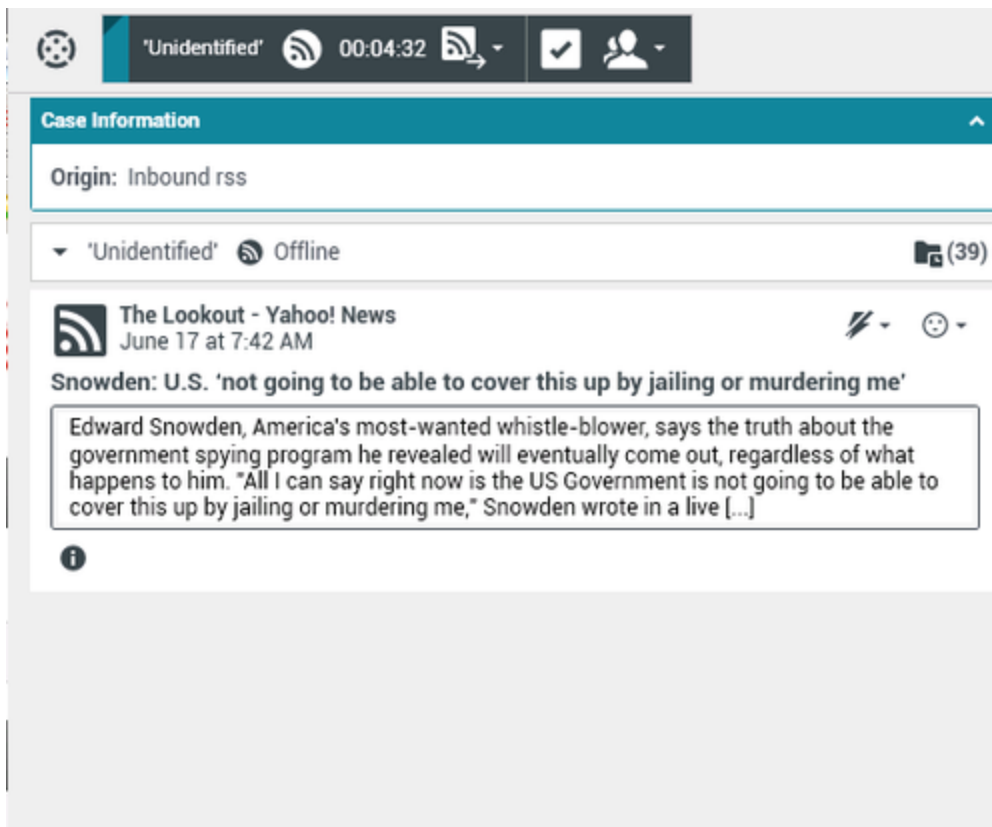
Interaction Workspace enables you to handle RSS social media interactions. You can:

For the following actions, see:


- Add a [Note](#)
- Mark an interaction as "Done"

View RSS Web Feed Source, Headline, and Content

The RSS interaction window lets you view the source of the web feed, the headline, and content. Click the headline to go directly to the associated page on the website.










View Channel and Item Category information

Click the **Show Info**  button to view the channel copyright, language, published date, and item category.

View the Actionability and Sentiment of the RSS Interaction

When an RSS interaction arrives, you can review the Actionability and Sentiment icons, which could have one of the following values or be unassigned:

- Actionability—Possible values are **Actionable** , **Not Actionable** , or **undeclared** .
- Sentiment—Possible values are **Positive** , **Negative** , **Neutral** , or **undeclared** .

Actionable messages are colored in yellow, and non-actionable in gray.

Actionability and Sentiment are based on the **classification** and **screening** results obtained from Genesys Knowledge Management.


Update the Actionability and Sentiment of the RSS Interaction

While processing the interaction, you have the option to change the value of the corresponding Actionability and Sentiment key by clicking the related icon and then choosing the correct value.


Access Case Data

The **Case Data** (attached data) view provides information about an interaction—for example, an account number or type of service. Your system administrator configures which attached data is displayed.

Consult with Another Agent Using Voice

Click **Start a Consultation** button  and select the Type of target. Click the magnifying glass to search all, search favorites, or search recent.

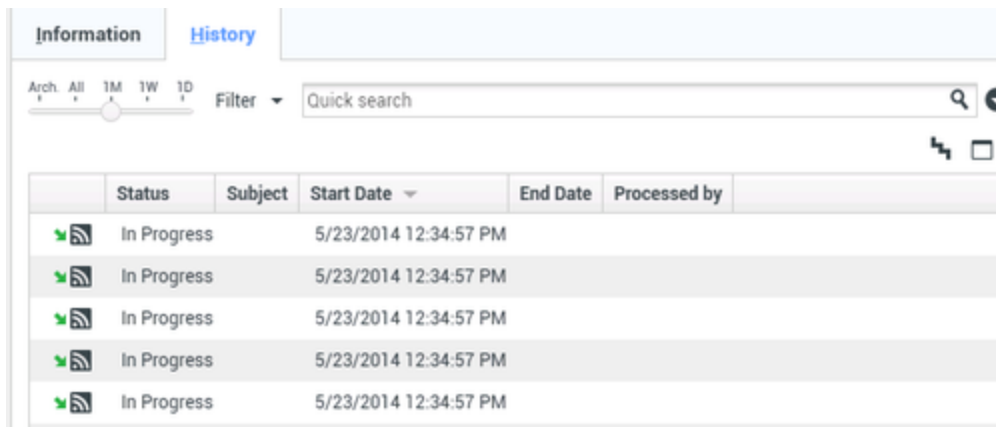
Transfer to an Agent Group, Agent, Interaction Queue or Skill

Click the **Transfer**  button, select the Type of target, enter the search criteria, and click the magnifying glass to search all, search favorites, or search recent.

Access RSS Feed Source History

Click the **History** tab to review RSS interactions from a particular contact (RSS web feed source). Depending on how Workspace Desktop Edition is set up, the list could include interactions from other media channels.

Move the chronology slider to search archived interactions, or to search by month, week, or day. As you move the slider bar, the list of interactions changes to reflect the selected time period. Click the **Filter** button to show all interactions or interactions for a particular media type. Click the magnifying glass to search using your own criteria.



Information		History			
Arch.	All	1M	1W	1D	Filter
Quick search					
Status	Subject	Start Date	End Date	Processed by	
In Progress		5/23/2014 12:34:57 PM			
In Progress		5/23/2014 12:34:57 PM			
In Progress		5/23/2014 12:34:57 PM			
In Progress		5/23/2014 12:34:57 PM			
In Progress		5/23/2014 12:34:57 PM			

View the Number of Interactions in Progress

The number next to the **Recent Interactions** icon  (39) lets you review the number of interactions in progress.

Select a Disposition Code

You can select the Dispositions tab and choose a **Disposition code** for the RSS interaction. For more information about how to configure and use selected Dispositions.

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:

- [Handle An RSS Interaction](#)
- [Blend Different Media Into A Single Conversation](#)
- [Main Window Basics](#)
- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

Related topics

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