



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 User's Guide

Contact Center Tasks

12/19/2025

Contact Center Tasks

In this lesson, you will learn how to use the KPI, Statistics, receive business and system messages, and personalize your workspace.

This topic contains the following sub-topics:

- [View KPIs And Statistics](#)
- [Receive Business And System Messages](#)
- [Connect to your voicemail messages](#)
- [Personalize Your Workspace](#)