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Workspace Desktop Edition User's Guide

Workspace 8.5 User's Guide

Workspace 8.5 User's Guide

User's Guide for **Genesys Workspace Desktop Edition** (Workspace). For less detailed information about the topics covered in this User's Guide, see the [Workspace Desktop Edition Help](#).

Getting Started

Find information about Workspace and learn how to log in and start using the application.

[Getting Started](#)

[Workspace Concepts](#)

[Log In](#)

[Manage Your Status](#)

Handling Interactions

Find information about handling interactions, such as [voice \(and voice with video\)](#), [Internal IM](#), [E-mail](#), [Chat](#), and [SMS](#).

[Handling Interactions](#)

[Outbound Campaigns](#)

[Finding Interactions](#)

[Using the Alt+Send key](#)

Handling Social Media

Find information about handling Social Media interactions.

[Twitter](#)

[Facebook](#)

[RSS](#)

Contact Management

Find information about viewing and managing previous interactions with a contact.

[Finding Interactions](#)

[Managing Contact History](#)

[Managing Your History](#)

[Managing Contacts and Contact Lists](#)

Using Workbins

Find detailed information about accessing interactions that are stored in a workbin.

Team Lead Functionality

Find information about how a Team Supervisor can monitor, coach, and barge-in on agents who are handling voice and chat interactions.

Using Workbins

Using Workbins to Access Stored Interactions

Team Lead Functionality

Monitor, Coach, and Barge-in Interactions

Contact Center Tasks

Find information about how to view KPIs and statistics, receive business and system messages, and personalize your workspace.

Contact Center Tasks

View KPIs And Statistics

Receive Business And System Messages

Document Change History

A list of topics that are new or that have changed since the previous release.

Change History

For information about releases 8.1.2 and earlier, see the PDF version of the [Interaction Workspace 8.1.3 User's Guide](#)