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Workspace Desktop Edition Deployment Guide

Interaction Bar

12/20/2025

Interaction Bar

This topic is part of a set of topics related to setting up [channels and interaction handling](#).

Workspace supports multiple simultaneous contact interactions. This means that agents can have more than one interaction open and active on their desktop simultaneously. The Interaction Bar is a feature of the Main Window that enables agents to track and access all their current interactions. Each interaction is represented by a block in the Interaction Bar view. The block contains contact information and interaction types to enable an agent to distinguish one interaction from another.

When an agent has one or more active interactions, each one can be displayed in one of three ways:

- As a toolbar in the Interaction Bar
- As a floating interaction window that is attached to the Interaction Bar
- As an interaction window that is pinned to the Interaction Bar

For more information about the Interaction Bar, refer to the [Workspace 8.5 Help](#) and the [Workspace 8.5 User's Guide](#).

To use the Interaction Bar, allow the [Interaction Bar Privileges](#) and set the [Interaction Bar options](#).

You can use the `interaction-bar.quick-access-auto-open` and `interaction-bar.quick-access-auto-open.<media-type>` configuration options to specify that when an agent creates or accepts an interaction, it is displayed as collapsed to the Interaction Bar. This enables agents to view other content, such as custom or 3rd-party content in the Main View, without the pinned or floating interaction views opening in front of the content. **[Added: 8.5.106.19]**