Workspace Desktop Edition User's Guide

Handling Interactions

4/8/2025

Handling Interactions

[**Modified:** 8.5.146.06]

These lessons show you how to handle interactions of various types. Some types, such as Voice and Chat, enable you to transfer, conference, or consult with another target in your contact center. The **Common Interaction Management** tasks enable you to use functionality that is common to many of the interaction types.

This topic contains the following sub-topics:

- **Voice Interactions**

    - Handle Voice and Voice with Video Interactions

    - Handle A Voice Consultation

    - Transfer A Voice Call

    - Conference A Voice Call

    - Record Interactions

- **Callback**

    - Handle Genesys Callback Interactions

    - Handle Web Callback Interactions

- **Outbound Campaigns**

    - Handle Outbound-Campaign Voice Interactions

- **IM Interactions**

    - Handle Internal Instant Messaging

- **Chat Interactions**

    - Handle A Chat Interaction

    - Handle A Chat Consultation

    - Transfer A Chat Interaction

    - Conference A Chat Interaction

    - Handle an Altocloud Chat Interaction

- **E-mail Interactions**

    - Handle An E-Mail Interaction
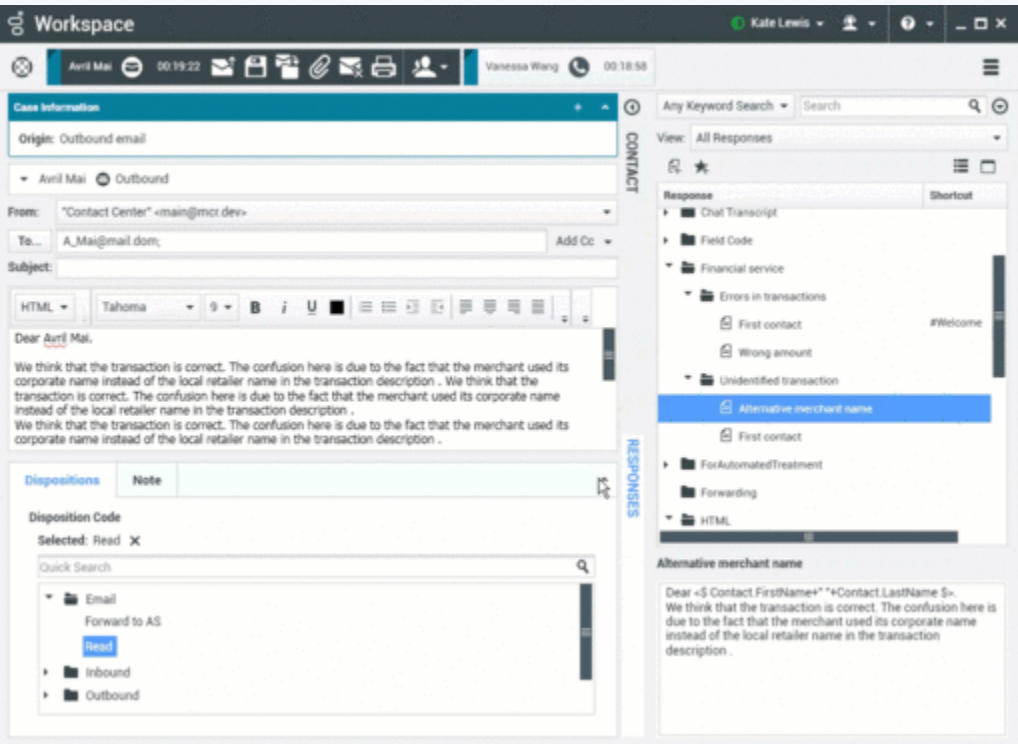
- **SMS Interactions**

    - Handle An SMS Interaction

- Transfer An SMS Interaction

- **Social Media Interactions**

  - Handle A Twitter Interaction

  - Handle A Facebook Interaction

  - Handle An RSS Interaction

- **Workitems**

  - Handle A Workitem Interaction

- **Advanced Media Blending**

  - Blend Different Media Into A Single Conversation

- **Common Interaction Management**

  - Edit Case Information And Record Information

  - Using The Standard Response Library

  - Apply Disposition Codes

  - Using The Interaction Bar

This video shows you how to manage the display of the interaction, the contact information and history, and the standard responses in the Interaction Window.

Link to video

> ### Tip
>
> Minimizing and Restoring the Disposition Code and Note views. 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.

Related Information

- Voice Tasks Overview help
- Callback interaction help
- Chat Tasks Overview help
- Email Tasks Overview help
- SMS and MMS Interactions help
- Workitems help
- Using Workspace Plugin for Skype for Business help
- Facebook Interaction help
- Twitter Interaction help
- RSS Interaction help

- Internal IM help
- Outbound Campaigns Overview help
- Workspace Components, Features, and Controls help