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Workspace Desktop Edition User's Guide

Personalize Your Workspace

4/7/2025

Personalize Your Workspace

[**Modified:** 8.5.109.16, 8.5.100.05]

You can change the appearance of the Workspace interface by choosing a predefined appearance from the Change Theme submenu. This lesson contains the following section:

- [Changing the Appearance of Workspace](#)
- [Changing the Zoom of Text Fields](#)

Changing the Appearance of Workspace

You can change the way that Workspace looks by using a menu selection. Workspace provides the default 8.5 theme, the classic 8.1 Blue theme, and two alternate 8.1 themes: Royale and Fancy.

Tip

Your system administrator might also have created additional themes for you to use.

Lesson: Changing the appearance of the agent interface

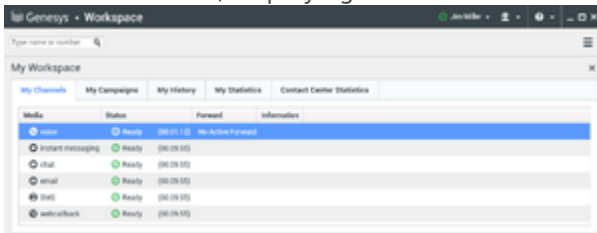
Purpose: To alter the appearance of the Workspace interface.

Prerequisites

- You are logged in to Workspace (see [Lesson: Logging in to Workspace](#)).

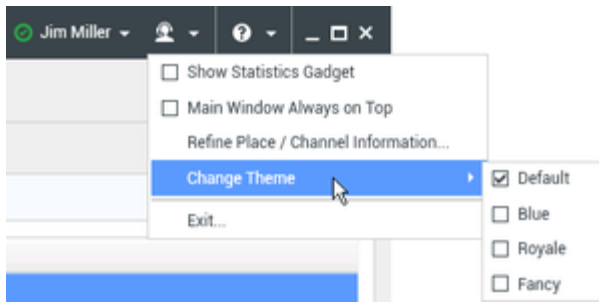
Start

1. The flat grey appearance of Workspace is the default color scheme; it is called the Default theme (see the Main Window, displaying the Default theme figure).



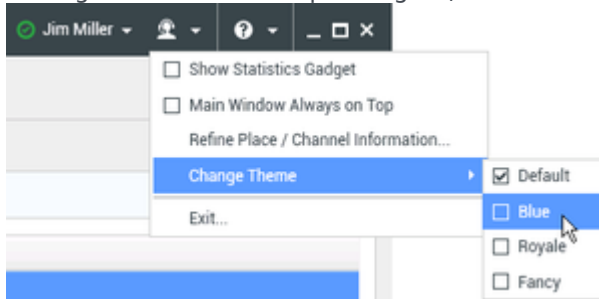
Main Window, displaying the Default theme

To change the color scheme of Workspace, in the Main Window, open the Main Menu (see the Main Window Main menu figure).



Main Window Main menu

2. Select a different theme from the Change Theme submenu (see the Main Window Main Menu, displaying Change Theme to Blue option figure).



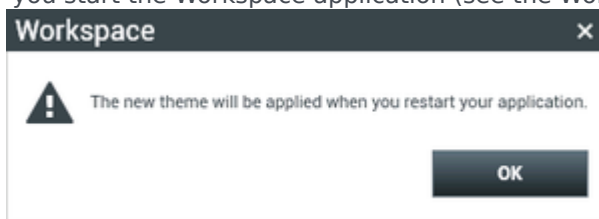
Main Window Main Menu, displaying Change Theme to Blue option

Workspace provides three additional themes that are based on the 8.1 interface, which are called Blue, Royale, and Fancy.

Important

- Your system administrator might have configured additional theme options from which you can choose.
- For visually impaired agents, your administrator can configure the system to make the Workspace High Contrast theme available to you in the **Change Theme** menu. This theme is designed to meet the Web Content Accessibility Guidelines (WCAG) 2.0, with some limitations. This theme might already be available to you.

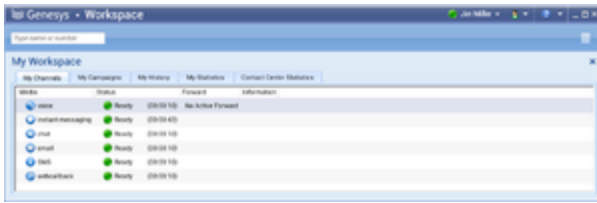
3. A Workspace message is displayed to inform you that the new theme will be applied the next time that you start the Workspace application (see the Workspace message figure).



Workspace Change Theme message

Click OK to dismiss the message.

4. Exit and then restart Workspace.
The Main Window and all the other windows of Workspace are displayed with the new theme (see the Main Window displaying the Blue theme figure).



Main Window displaying the Blue theme

End

Changing the Zoom of Text Fields

[Added: 8.5.109.16]

Your environment might be set up to allow you to use the Zoom slider control in the **Main Menu** to set the size of the text in various Workspace windows, including:

- **IM** (text entry, transcript, and interaction data tooltip)
- **Chat** (text entry, transcript, and interaction data tooltip)
- **Email** (text entry and inbound email view)
- **SMS** (text entry, transcript, and interaction data tooltip)
- **Interaction history** (IM, Chat, Email, and SMS)
- **Standard responses**
- **Social media** (text entry only)

Lesson: Changing the zoom of text fields in the agent interface

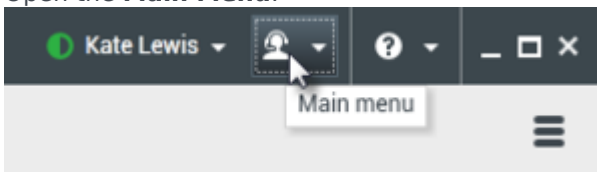
Purpose: To alter the appearance of the Workspace interface.

Prerequisites

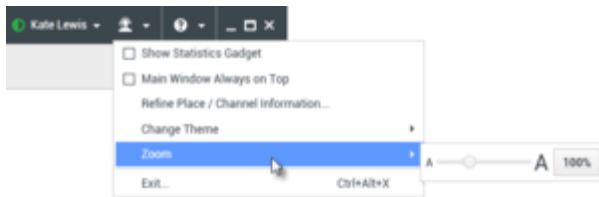
- You are logged in to Workspace (see [Lesson: Logging in to Workspace](#)).
- Your administrator has enabled the zoom feature for text fields in your environment.

Start

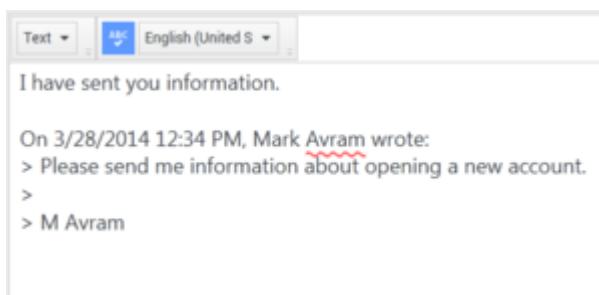
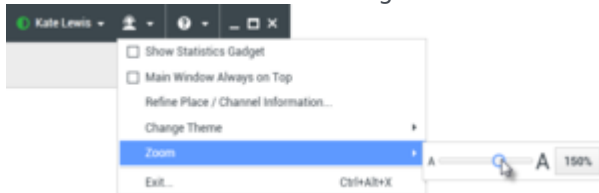
1. Open the **Main Menu**.



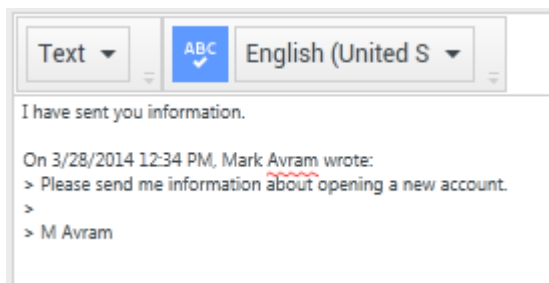
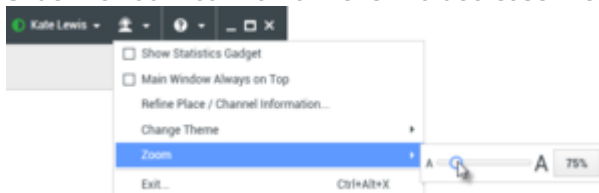
2. Choose **Zoom** to display the Text Zoom slider control.



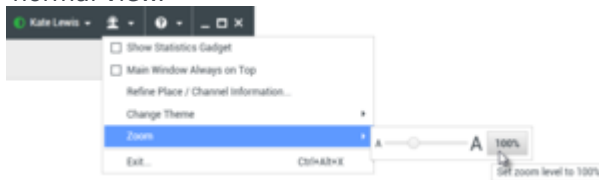
3. Slide the zoom control to the right to increase the size of text in text composition and transcript fields.

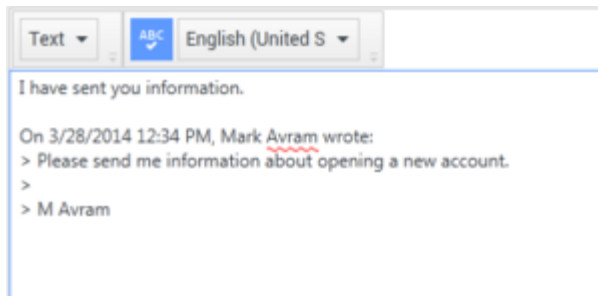


4. Slide the zoom control to the left to decrease the size of text in text composition and transcript fields.



5. Slide the zoom control back to **100%** or click the Zoom Percent button to set the zoom level back to normal view.





End

Related Information

- [Manage your settings and preferences](#)