



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

Team Lead Functionality

4/10/2025

Team Lead Functionality

In this lesson, you will learn how a Team Lead (Supervisor) can monitor, coach, and barge-in on agents who are handling voice and chat interactions.

This topic contains the following sub-topics:

- [Monitor, Coach, and Barge-in Interactions](#)
- [Workbin and Queue Management](#)
- [Change agent state and log off agents](#)

Related Information

- [Team Lead](#)