Genesys Engage Migration for Echopass Guide

Agent Desktop

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Agent Desktop

Genesys Agent Desktop enables communication with co-workers and customers. Interactions can use various channels, such as voice, chat, or email. You can get help from team members, use standard responses, and contact or respond to customers.

ESM application	Genesys Engage cloud application
ESM EchoContact	Agent Desktop

Receive inbound voice and non-voice interactions

In Agent Desktop you can receive interactions on almost any Channel, such as chat or email. Interactions can include conferences, consultations, transfers, or direct calls from customers. For more information about customer interactions, see Customer interactions.

Outbound voice and non-voice interactions

You can call or email individual customers to interact with them directly, or you can make outbound calls as part of a campaign. For more information about outbound interactions, see Customer interactions.

View recent interactions

You can view your recent interactions in the **My History** view in Agent Desktop. In the main view click the menu icon (☰) and select **My History**. The **My History** view provides information about interaction subject, status, start and end dates, and additional interaction details. For more information about viewing your recent interactions, see Contact and interaction history.

You can view the interaction history of a particular contact or team member. In the main view click the menu icon (☰) and select **Contact Directory**. Select a contact and click the **History** tab to view the interaction history for that contact. For more information about viewing contact interaction history, see Contacts.

You can also search the interaction database to view all contacts, agents, and media types. In the main view click the menu icon (☰) and select **Interaction Search**. You can then search or filter interactions based on criteria you supply. For more information about searching all interactions, see How do I find any interaction?.

Perform call handling functions

A variety of call handling functions can be performed in Agent Desktop. When an agent receives a call, they can handle it themselves, handle the call with help, or transfer the call. For more information about handling calls, see Calls.

Call help can be in the form of looking for standard responses, searching the knowledge base, searching contact and interaction history, starting a consultation, or starting a conference. You can also integrate other channels into the conversation to enhance the customer experience. For more information about blending channels, see Blend Different Channels Into A Single Conversation.

Call Recording enables you to record the current voice interaction. There are two types of call recording: emergency recording and controlled call recording. In Agent Desktop, both Agents and Supervisors have options to record a call, stop recording a call, pause recording a call, and resume recording a call. For more information about Call Recording, see How do I record a call?.

Receive and respond to multimedia interactions

In Agent Desktop you can receive and respond to various types of multimedia communications.

In the email interaction window you can reply to, transfer, forward, or save emails. You can get help with an email by checking case data or consulting with a team member. A Supervisor can use Quality Assurance to review and accept or reject outbound emails before they are sent. Supervisors can extract an email from an agent workbin and assign it to another agent. Supervisors can also update case information for extracted emails. Emails in the email queue are viewable and searchable by both Team Leads and Agents. Team Leads can remove an email in the email queue without opening the email. For more information about email interactions, see Email.

You can accept chats requests from customers. During chat, you can start a chat conference, call or email the contact, transfer the chat, or start a consultation. For more information about chat, see Chat.

Create and utilize speed dial functions

You can establish a list of favorites, which typically are team members you contact frequently. If you want to designate a contact as a favorite, select **Add to Favorites** from the drop-down actions menu in Team Communicator. You can sort, filter, and edit favorite information. You can also assign a favorite to a category. Supervisors can create corporate favorites; these favorites cannot be edited or removed by agents. For more information about favorites, see How do I set up my favorites?.

Supervising agents

Supervisors manage and support team members, interactions and queues. In Agent Desktop supervisors can monitor, coach, or barge-in on agent voice or chat interactions. If a supervisor is monitoring an agent, the process is transparent to the agent unless the agent account has been configured to notify the agent that he or she is being monitored.

Supervisors can globally log off agents form all logged in channels. Supervisors can also change the agent state to Ready or Not Ready.

For more information about supervising agents, see Supervising agents.

Chat Transcript stored in Customer History

You can view transcripts from previous chat sessions. In Agent Desktop, click the menu icon (☰) and select **My History**. You can filter or search the results to find previous interactions, including chat transcripts. For more information about viewing chat transcripts, see Contact and interaction history.