GENESYS™

Genesys Engage cloud Supervisor's Guide

Agent Desktop (v8)

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> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Genesys Engage cloud for Supervisors.

Agent Desktop lets contact center agents communicate with customers and team members through channels such as calls, chats, and email.

If you are looking for the Agent Desktop v9 help, it is here.

Link to video

You can

- respond to or contact customers through the channels assigned to you
- get help from team members
- find standard responses to customer questions
- make sure that you are meeting your center's expectations

Ready? Watch the video for a quick tour of Agent Desktop, and then get started.

Looking for answers to specific questions? Try these topics:

- Customer interactions
- Internal interactions
- Channels
- Contact Directory

Lost? See Navigating Agent Desktop.

Are you a supervisor? You can also monitor agents and calls and provide email quality assurance.

> **Tip**
>
> The pictures and videos in this Help document show native Genesys Agent Desktop. Your company might have customized many features including corporate logos and the name of the product. This document

uses the name Agent Desktop to mean the application that you use to handle calls and other interactions, and to manage your work and your contacts.