

GENESYS

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Agent Workspace Agent's Guide

Video Gallery for Agent Workspace

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Use this page to browse the Workspace Web Edition 9.0 Agent Workspace videos. Videos are alphabetical by title. Links to one of the articles that features the video are included. For a curated list of videos by topic, refer to Videos: Using Workspace.

Related documentation:

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Selected Videos

Advanced Contact history search From:

Advanced My History search From:

Advanced interaction history search From:

Agent Assist overview From:

An overview of how to use Workspace From:

Automatic record retrieval (Predictive and Progressive)
From:

Basic Contact history search From:

Basic Interaction history search From:

Basic My History search From:

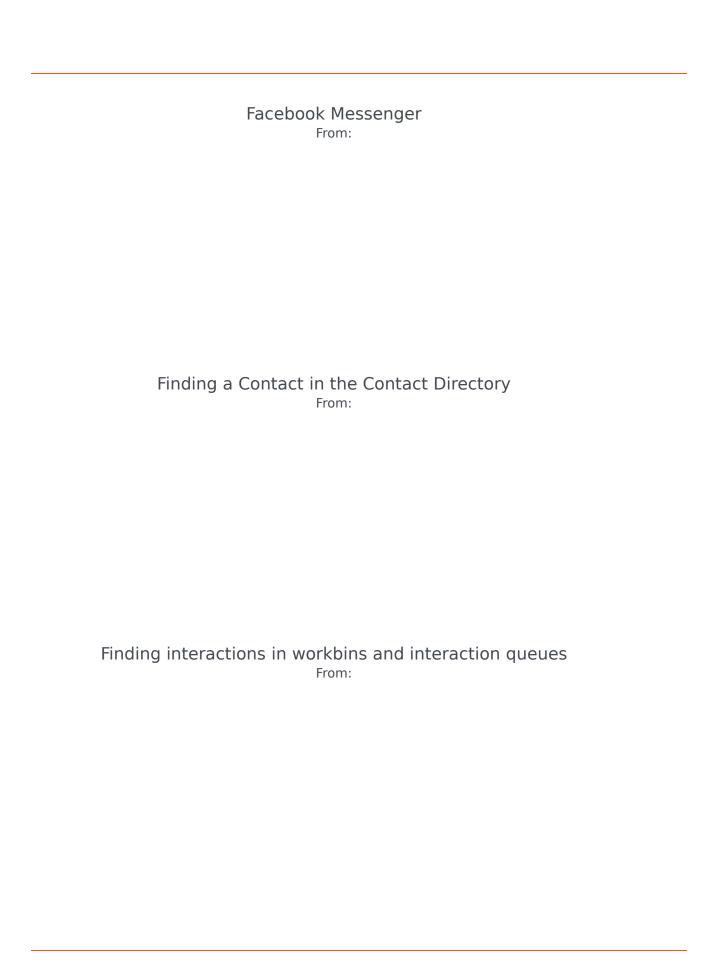
Basics of handling a chat interaction From:

Basics of handling a voice call From:

Basics of using the Standard Responses tab From:

Contact History Tab

Continuing the conversation From:



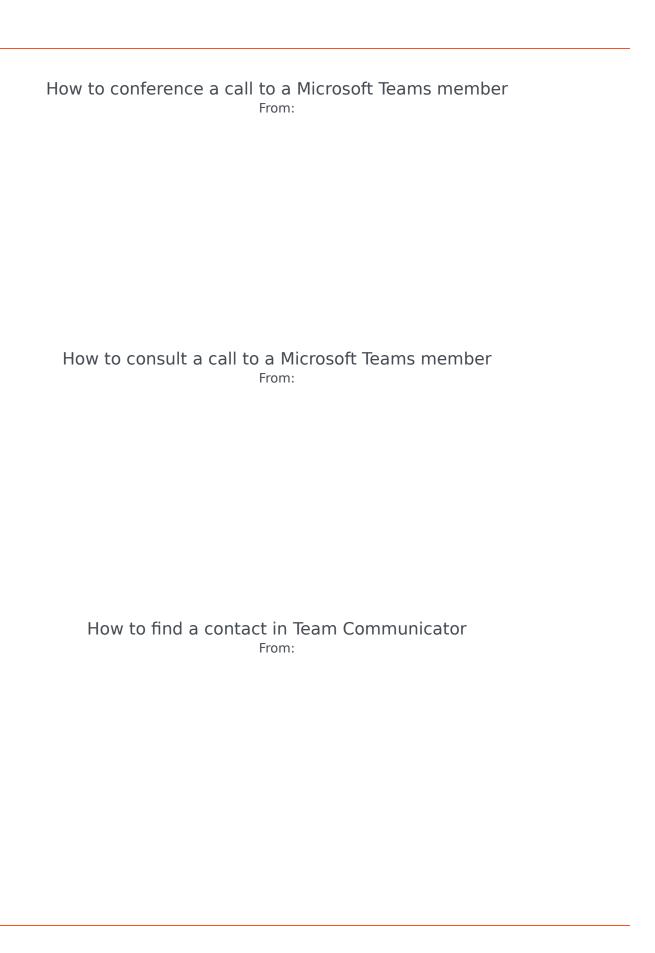
How do I handle a workitem?

From:

How do I handle an inbound email? From:

How do I review an outbound email? From:





How to handle a system disconnection From:

How to make a conference call From:

How to make a consultation call From:

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How to transfer a call From:

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Inbound email attachments
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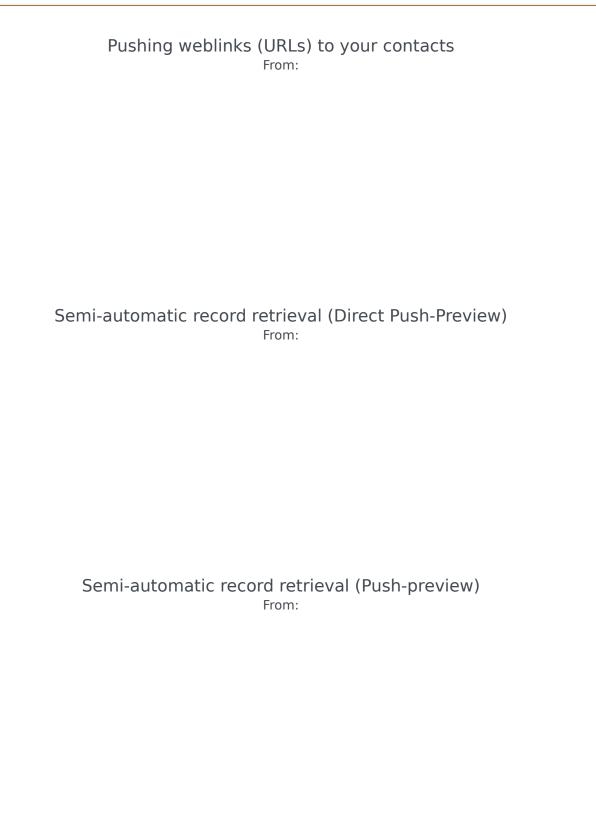
Manual record retrieval (Preview)
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Manual versus automatic contact assignment From:



Overview of the Contact Directory From:

Overview: Scheduling a Callback From:

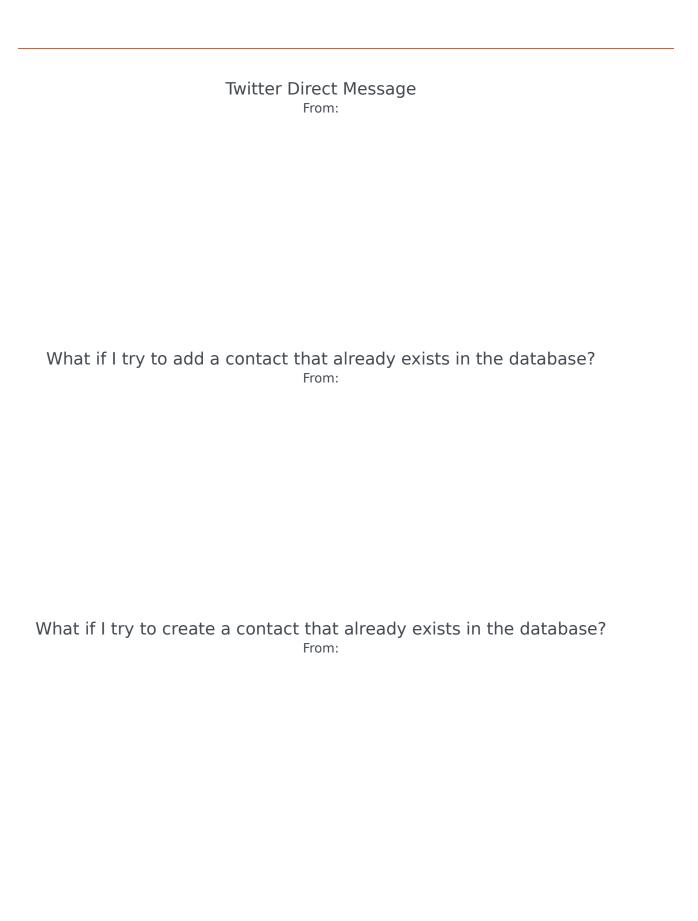




The email editor

Tips and tricks for using the chat text input field.

From:



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