

# **GENESYS**

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.

# Agent Workspace Agent's Guide

Video Gallery for Agent Workspace

•

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:**

.

### 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:

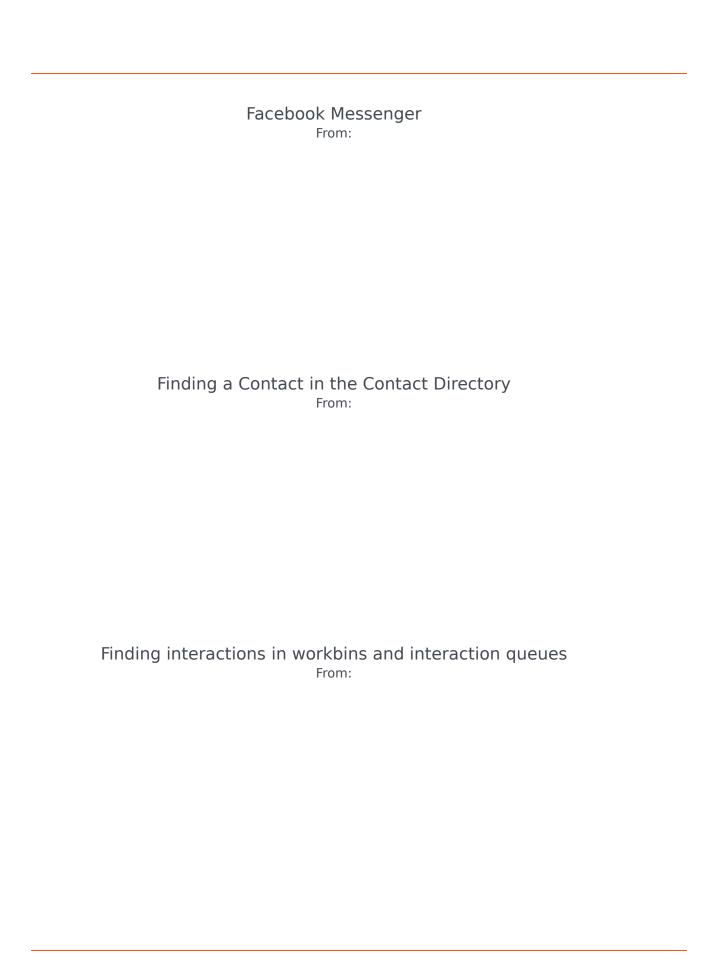
Basics of handling a chat interaction From:

Basics of handling a voice call From:

Basics of using the Standard Responses tab From:

Contact History Tab

Continuing the conversation From:



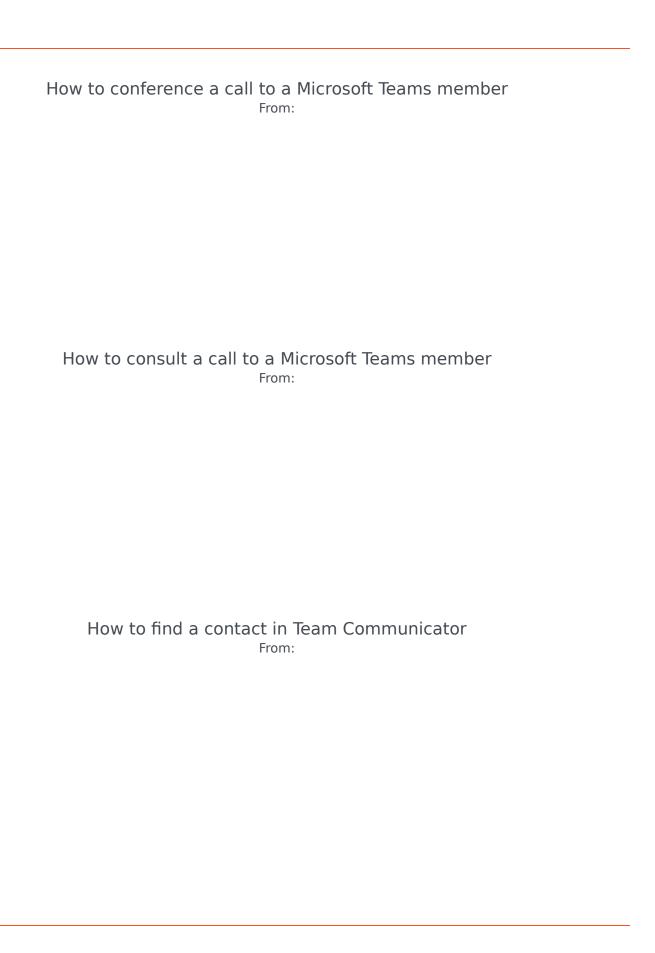
How do I handle a workitem?

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:

How to make a new call From:

How to send a new email interaction From:

How to switch to Floating mode From:



How to transfer a call From:

How to transfer a call to a Microsoft Teams member From:

How to transfer a call to an agent group From:

How to use My Team Workbins From:

How to use interim send From:

How to use the chat interaction Communication tab

Inbound email attachments
From:

Interaction Toolbar Handle Multiple Interactions From:



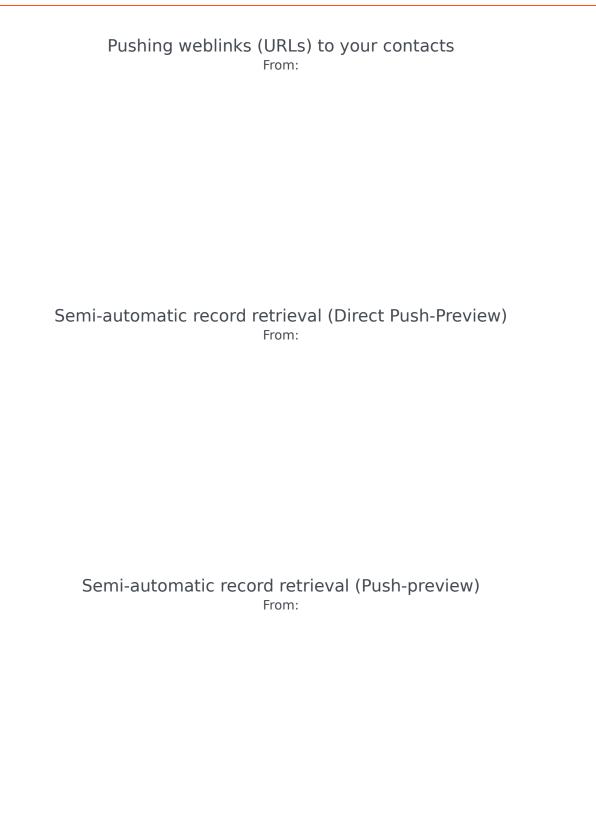
Manual record retrieval (Preview)
From:

Manual versus automatic contact assignment From:



Overview of the Contact Directory From:

Overview: Scheduling a Callback From:

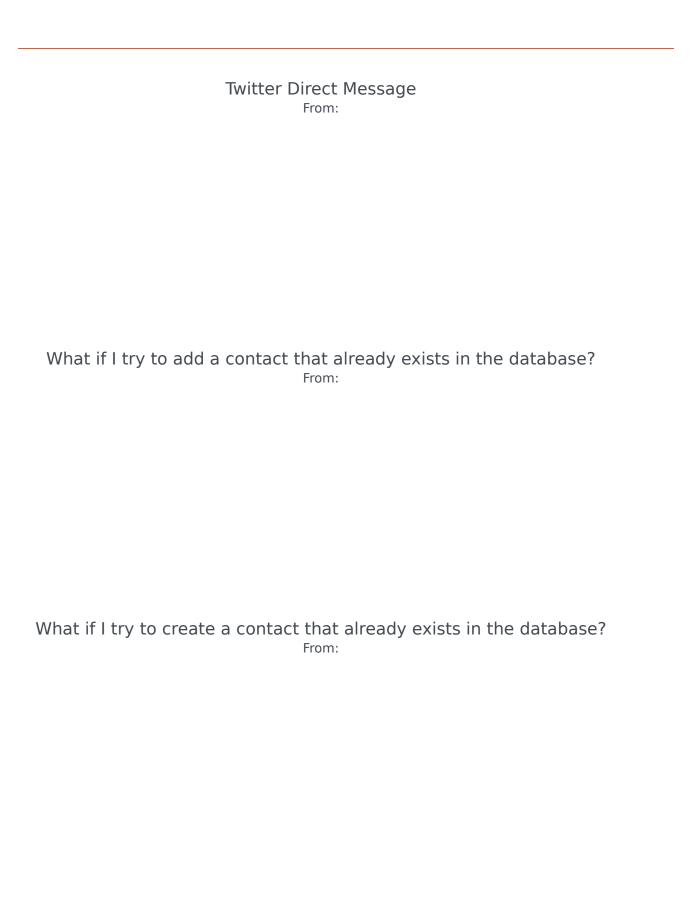




The email editor

Tips and tricks for using the chat text input field.

From:



## Contents

• 1 Selected Videos

