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Agent Workspace Agent's Guide

Videos: [Using Workspace](#)

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- Agent
 - Supervisor

This collection of videos from the Genesys Vimeo channel demonstrates some of the most commonly used features of Agent Workspace.

Related documentation:

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Important

Some Agent Workspace features are available only for Genesys Multicloud CX users.

Intro to Agent Workspace

Introduction to Agent Workspace 9

[Link to video](#)

An overview of how to use Workspace

[Link to video](#)

Managing Your Status

How to change your ready/not ready status

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Interaction Toolbar

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Basics of handling a workitem (Open Media)

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Overview of the Contact Directory

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Finding a Contact in the Contact Directory

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Manual versus automatic contact assignment

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Duplicate contacts

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Finding Interactions

How to find interactions in the Interaction Database:

My History

Basic My History search

[Link to video](#)

Advanced My History search

[Link to video](#)

Interaction Search

Basic Interaction history search

[Link to video](#)

Advanced interaction history search

[Link to video](#)

Contact History

Contact History tab

[Link to video](#)

Basic Contact history search

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Advanced Contact history search

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Workbins

Overview of workbins

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Finding interactions in workbins and interaction queues

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How to use My Team Workbins

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Semi-automatic record retrieval (Push-preview)

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Semi-automatic record retrieval (Direct Push-Preview)

[Link to video](#)

What next?

- Navigating Agent Workspace
- Calls

Top 5 topics

1. Getting Started
2. Navigating Agent Workspace
3. Calls
4. Contacts
5. Contact and interaction history