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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

[Link to video](#)

## Dealing with Disconnections

How to handle a system disconnection

[Link to video](#)

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## Interaction Toolbar

### Interaction Toolbar

[Link to video](#)

#### How to switch to Pinned mode

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#### How to switch to Floating mode

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## Handling a Call

### Basics of handling a voice call

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#### How to transfer a call

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#### How to schedule a Callback for any interaction type

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[Link to video](#)

How to use the Agent Assist tab

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Using Microsoft Teams to handle internal and external calls

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## Handling Email

Basics of handling an email interaction

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Handling inbound email attachments

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How to use interim send

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How to forward an email in-line

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How email QA works

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How to QA review an outgoing email

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How to send a new email interaction

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## Handling Chat

Basics of handling a chat interaction

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Asynchronous Chat using the Facebook Messenger channel

[Link to video](#)

Asynchronous Chat using the Twitter Direct Message channel

[Link to video](#)

## Handling Workitems (Open Media)

Basics of handling a workitem (Open Media)

[Link to video](#)

## Using Standard Responses

Basics of using the Standard Responses tab

[Link to video](#)

Using standard response shortcuts

[Link to video](#)

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## Managing Contacts

### 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

[Link to video](#)

### Duplicate contacts

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[Link to video](#)

## 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](#)



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## 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

[Link to video](#)

How to use My Team Workbins

[Link to video](#)

## Outbound Calling Campaigns

Outbound Campaign Overview

[Link to video](#)

Automatic record retrieval (Predictive and Progressive)

[Link to video](#)

Manual record retrieval (Preview)

[Link to video](#)

Semi-automatic record retrieval (Push-preview)

[Link to video](#)

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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