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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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## Dealing with Disconnections

### How to handle a system disconnection

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## Interaction Toolbar

### Interaction Toolbar

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How to switch to Pinned mode

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## Handling a Call

Basics of handling a voice call

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How to use the Agent Assist tab

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Using Microsoft Teams to handle internal and external calls

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Basics of handling an email interaction

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## Handling Chat

Basics of handling a chat interaction

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Asynchronous Chat using the Twitter Direct Message channel

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## Handling Workitems (Open Media)

Basics of handling a workitem (Open Media)

[Link to video](#)

## Using Standard Responses

Basics of using the Standard Responses tab

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Using standard response shortcuts

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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

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### 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

[Link to video](#)

### Advanced Contact history search

[Link to video](#)

## Workbins

### Overview of workbins

[Link to video](#)

### 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