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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

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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

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Advanced interaction history search

Contact History

Contact History tab

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Semi-automatic record retrieval (Push-preview)

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