GENESYS™

How Agent Workspace works

7/18/2025

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- Administrator
- Agent
- Supervisor

The Agent Workspace lets contact center agents and supervisors communicate with customers and team members through phone calls and Outbound Campaigns and Genesys Digital channels, such as chat, email, social media, SMS, WhatsApp, and workitems. Supervisors can use Workspace to monitor and coach their teams.

Related documentation:
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Contents

What Agent Workspace does

The Agent Workspace lets contact center agents and supervisors:

- communicate with customers and team members through phone calls and Outbound Campaigns and Genesys Digital channels, including voice, chat, email, social media, SMS, WhatsApp, and workitems
- get help from team members
- meet contact center expectations and personal KPIs
- find and manage contact information
- retrieve work from personal and group workbins
- search for existing interactions
- provide standard responses
- engage in co-browsing your corporate website
- track customer journeys

How Agent Workspace works

Use Genesys Agent Setup and Genesys Designer to enable channels and features of Agent Workspace and decide what capabilities you want your supervisors, agents, and agent groups to have to meet the goals of your contact center business needs.

Interaction Channels

Players: Administrators, Supervisors, Agents

Actions: Interactions, such as voice, chat, email, social media, SMS, WhatsApp, and workitems, are routed to agents to handle. The interaction pops up in Workspace in the interaction view which contains case data, contact information, contact history, standard responses, and all the details about the interaction and contact that the agent needs to respond to the contact. Agents can set interaction dispositions (results) and add notes.

Channels and the Channel tab

Voice calls

Handling email

How email works
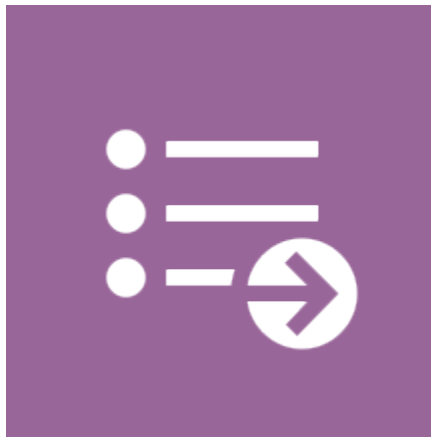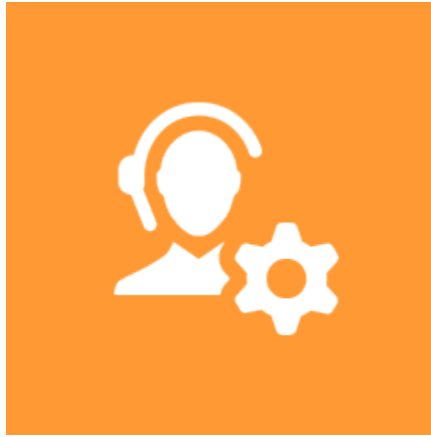
Chat and social channels

How Digital Channels works

Workitems

Outbound campaign calling

Players: Administrators, Supervisors, Agents

Actions: Agents use Agent Workspace to participate in Outbound campaigns. Contact records are pushed to or pulled by an agent to call a contact. The contact record is displayed in the interaction view, giving the agent access to case data, contact information, contact history, and standard responses.
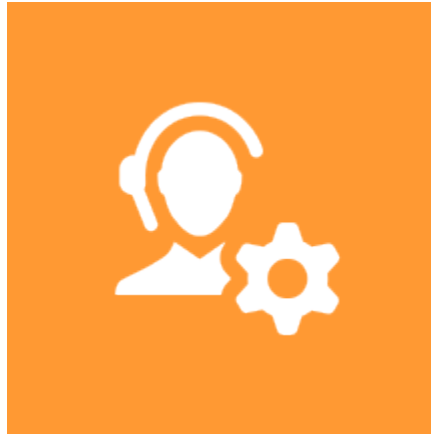
Outbound campaigns

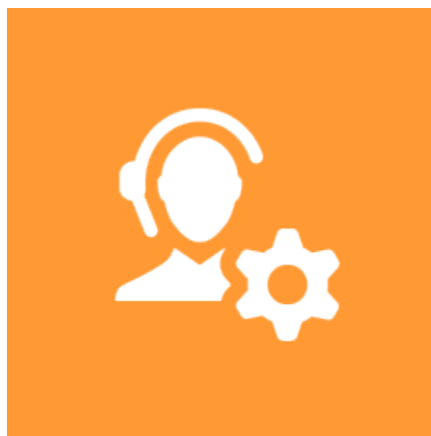Voice calls

Contact information management

Players: Administrators, Supervisors, Agents

Actions: Agents can find contacts in your contact database and then manage contact information or view the interactions your company has had with the contact.

Contact Directory

Workbins

Players: Administrators, Supervisors, Agents

Actions: Personal and group workbins enable agents to retrieve and store email and workitem
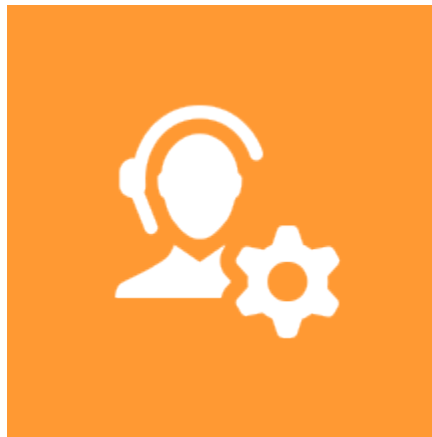
interactions. Supervisors can move interactions to different workbins to assign them to specific agents or groups.

Workbins

Interaction search and management

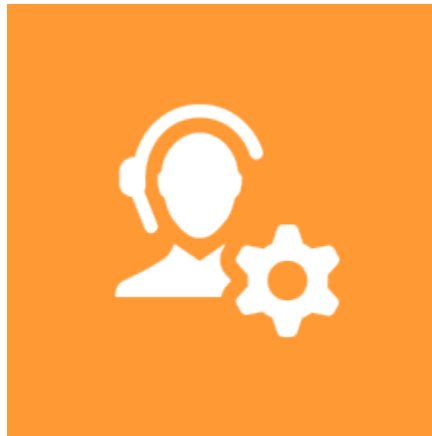**Players:** Administrators, Supervisors, Agents

Actions: Agents can search your corporate interaction database to find existing interactions, including the interactions that they have handled in the past. Interactions can be searched by contact, by interaction, or by personal history.

Interaction history views

Meeting expectations
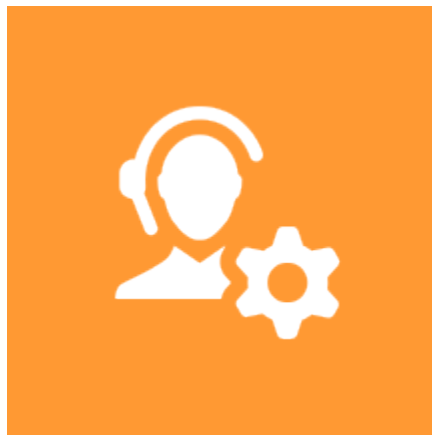

Players: Administrators, Supervisors, Agents

Actions: Agent Workspace enables agents and supervisors to make sure they are meeting contact center expectations by viewing contact center statistics and personal KPIs.

Performance Tracker

Statistics Gadget

Supervisor tasks

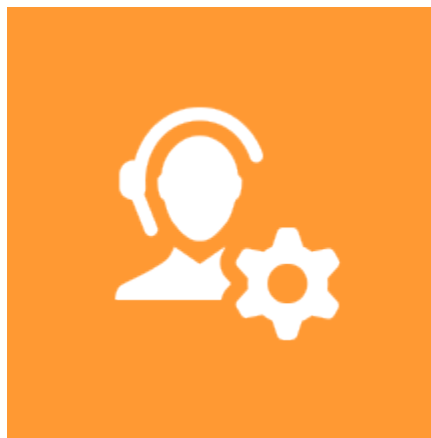**Players:** Administrators, Supervisors

Actions: Supervisors can use Agent Workspace to:

- Monitor, coach, and barge-in on voice calls and chat interactions.
- QA email to review outgoing email interactions before they are sent to a contact.
- Manage an agent's status and log out an agent if necessary.
- Move interactions to different workbins to assign them to specific agents or groups.

Supervising agents

Voice recording

Players: Administrators, Supervisors, Agents

Actions: Agent Workspace can be used to record calls for later playback, review, and QA

Voice calls

Handling email

Chat and social channels

Accessibility overview

Players: Administrators, Supervisors, Agents

Actions: Genesys provides a Voluntary Product Accessibility Template® - VPAT® report from ITI, to document conformance of Genesys Workspace Web Edition Agent Workspace to WCAG 2.1 Level AA specification. The VPAT® report is a standardized template for documenting conformance to various accessibility specifications. VPAT® report provided by Genesys follows the W3C/WAI's WCAG 2.1 specification, as this is an international standard adopted and recognized by our customers worldwide. The Genesys VPAT® can be downloaded here: Genesys Accessibility Conformance Report WCAG Edition.