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Agent 101

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- Agent

Just getting started with Genesys Multicloud CX? Let's begin with what most agents do daily. Feel free to work through the First 10, try some of the Most popular tasks, or browse Learning by app to find specific tasks you want to learn.



First 10



Learn these ten tasks to get you up to speed.

1. Get started (log in, change status, handle a call) (+video)
2. Take calls (+video)
3. Ask for help from another team member (+video)
4. Use standard responses (+video)
5. Deal with customer emails (+video)
6. Chat with a customer (+video)
7. Work on an outbound campaign
8. Handle a Facebook interaction (+video)
9. Manage your schedule
10. Find your contacts (+video)

Most popular



Agents use these topics most often.

1. Take calls (+video)
2. Ask for help from another team member (+video)
3. Manage your schedule
4. Use standard responses (+video)
5. Trade shifts
6. Bid on schedules
7. Tour Agent Desktop (+video)
8. Find your contacts (+video)

Learning by app

Here's a more complete list of learning topics to get you started, organized by application.

Agent Desktop



You do most of your work—interacting with customers and communicating with fellow team members—in the Agent Desktop application.

- Get started with Agent Desktop (+video)
- Tour Agent Desktop (+video)
- Take calls (+video)
- Ask for help from another team member (+video)
- Find your contacts (+video)
- Use standard responses (+video)
- Deal with customer emails (+video)
- Chat with a customer (+video)
- Handle a Facebook interaction (+video)
- Respond to a Tweet (+video)

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- Manage your workbins (+video)
 - Work on an outbound campaign
 - Retrieve your voicemail
 - Manage your voicemail greetings

Workforce Management



You manage your schedule, request days off, and trade shifts within the Workforce Management application.

- Get started with Workforce Management
- Manage your schedule
- Trade shifts
- Request and track time off
- Bid on schedules

Contact us

If you have questions about any of the tasks, or would like to see additional tasks, send an email to Technical Publications Administrator.