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Workspace Web Edition Help

Workspace Web Edition v852

1/18/2022

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Workspace Web Edition ◇◇◇

Link to video

Workspace ◇◇◇

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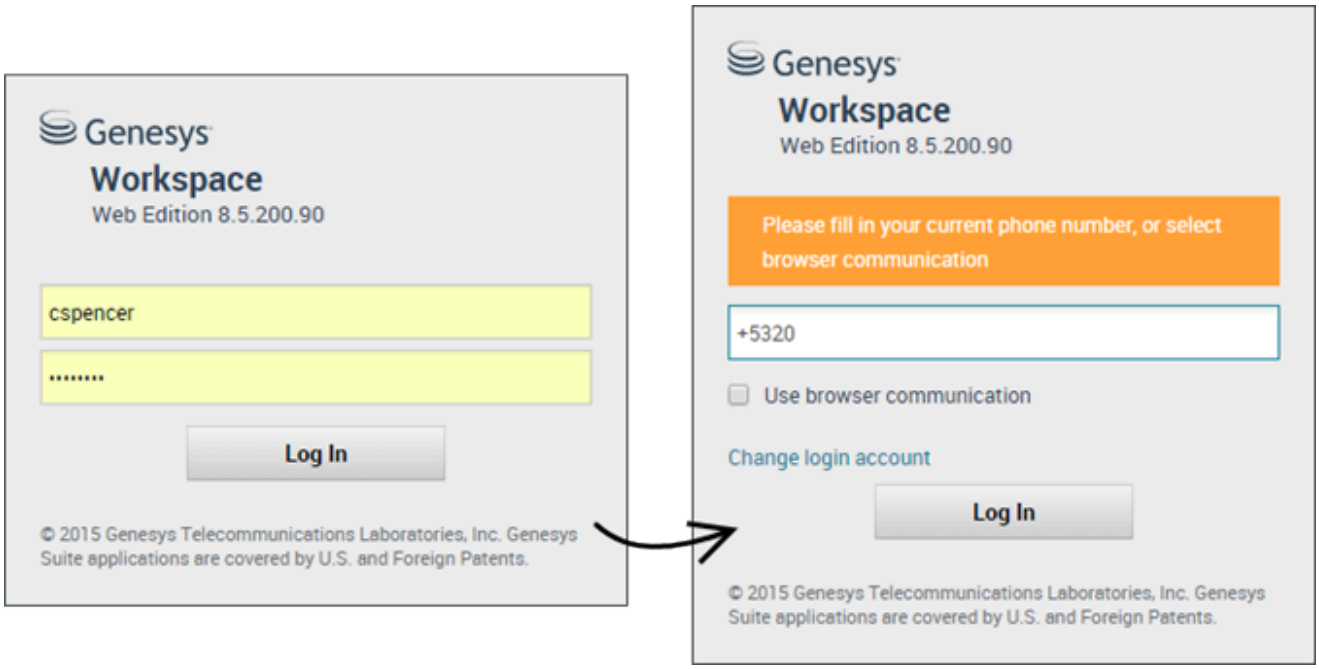

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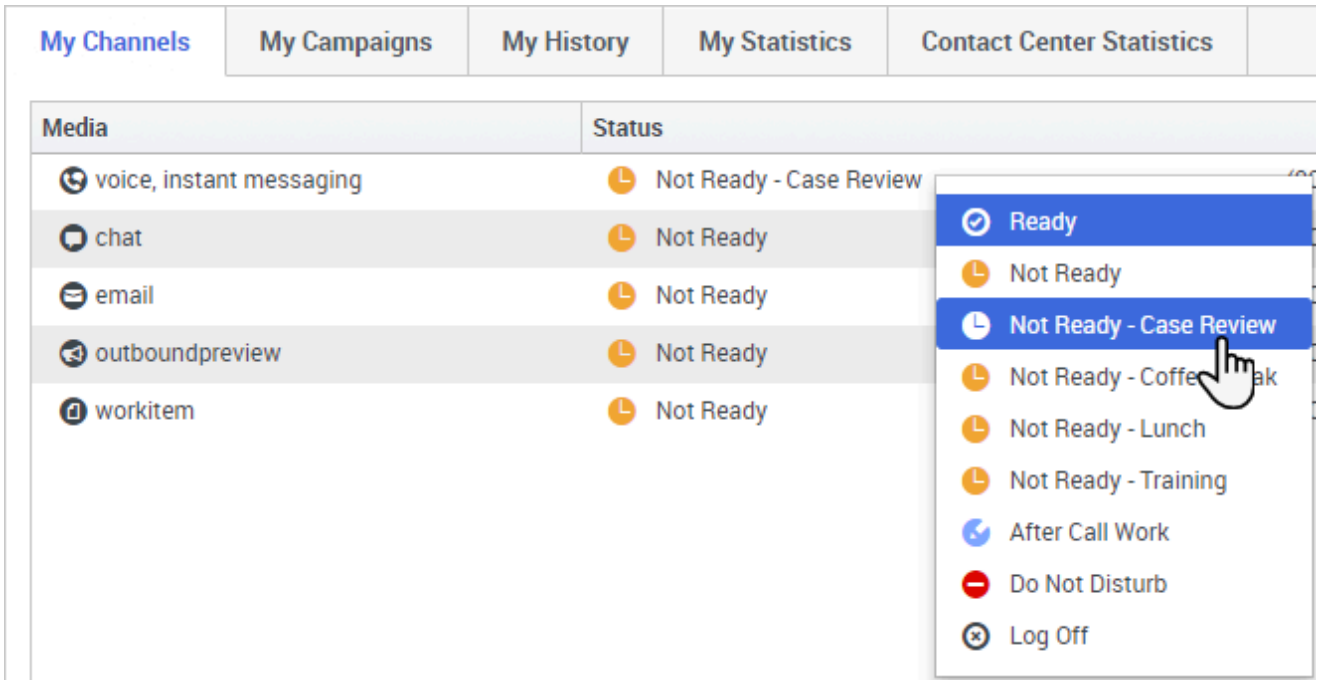
My Channels
My Campaigns
My History
My Statistics
Contact Center Statistics
Media
Status
voice, instant messaging
Not Ready - Case Review
chat
Not Ready
email
Not Ready
outboundpreview
Not Ready
workitem
Not Ready
Ready
Not Ready
Not Ready - Case Review
Not Ready - Lunch
Not Ready - Training
After Call Work
Do Not Disturb
Log Off

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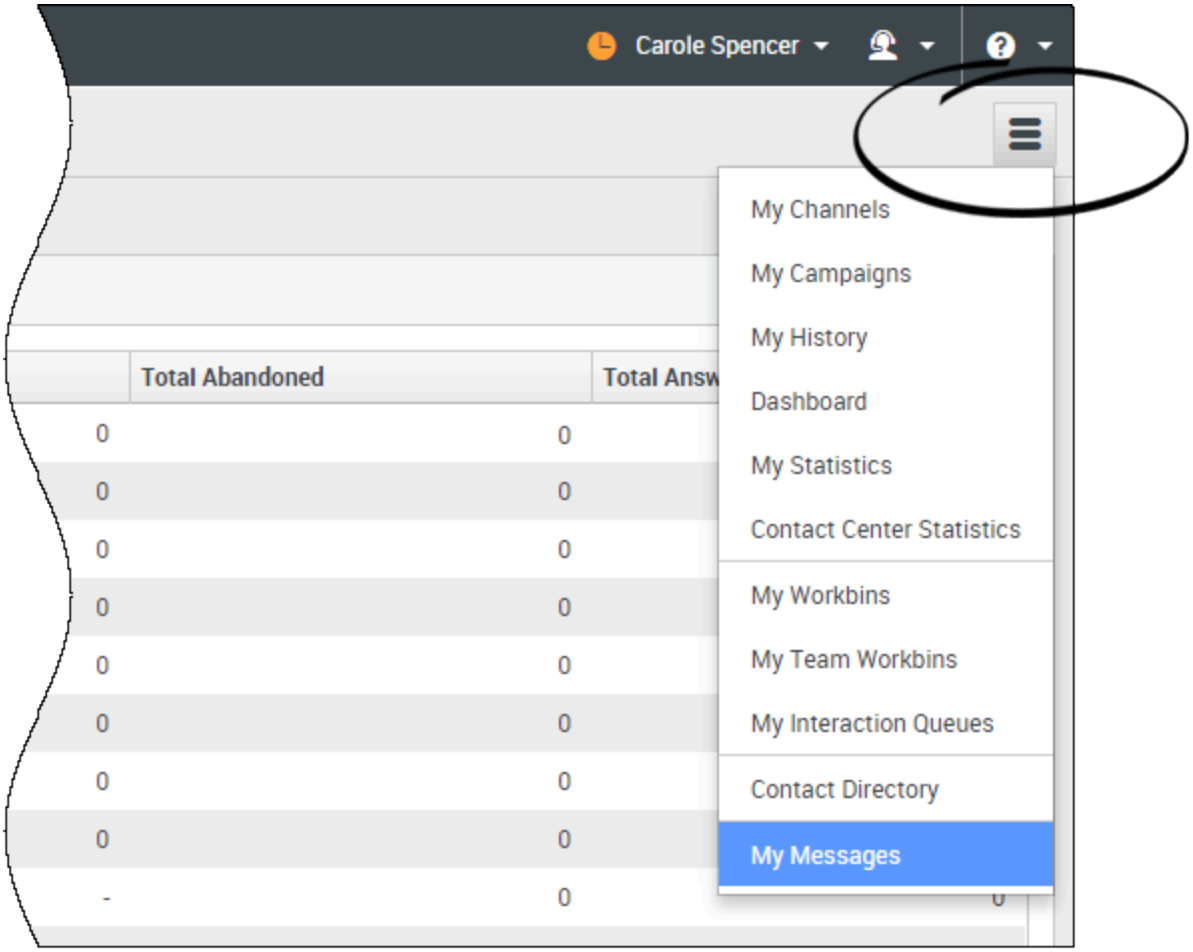
Carole Spencer
Total Abandoned
Total Answ
My Channels
My Campaigns
My History
Dashboard
My Statistics
Contact Center Statistics
My Workbins
My Team Workbins
My Interaction Queues
Contact Directory
My Messages

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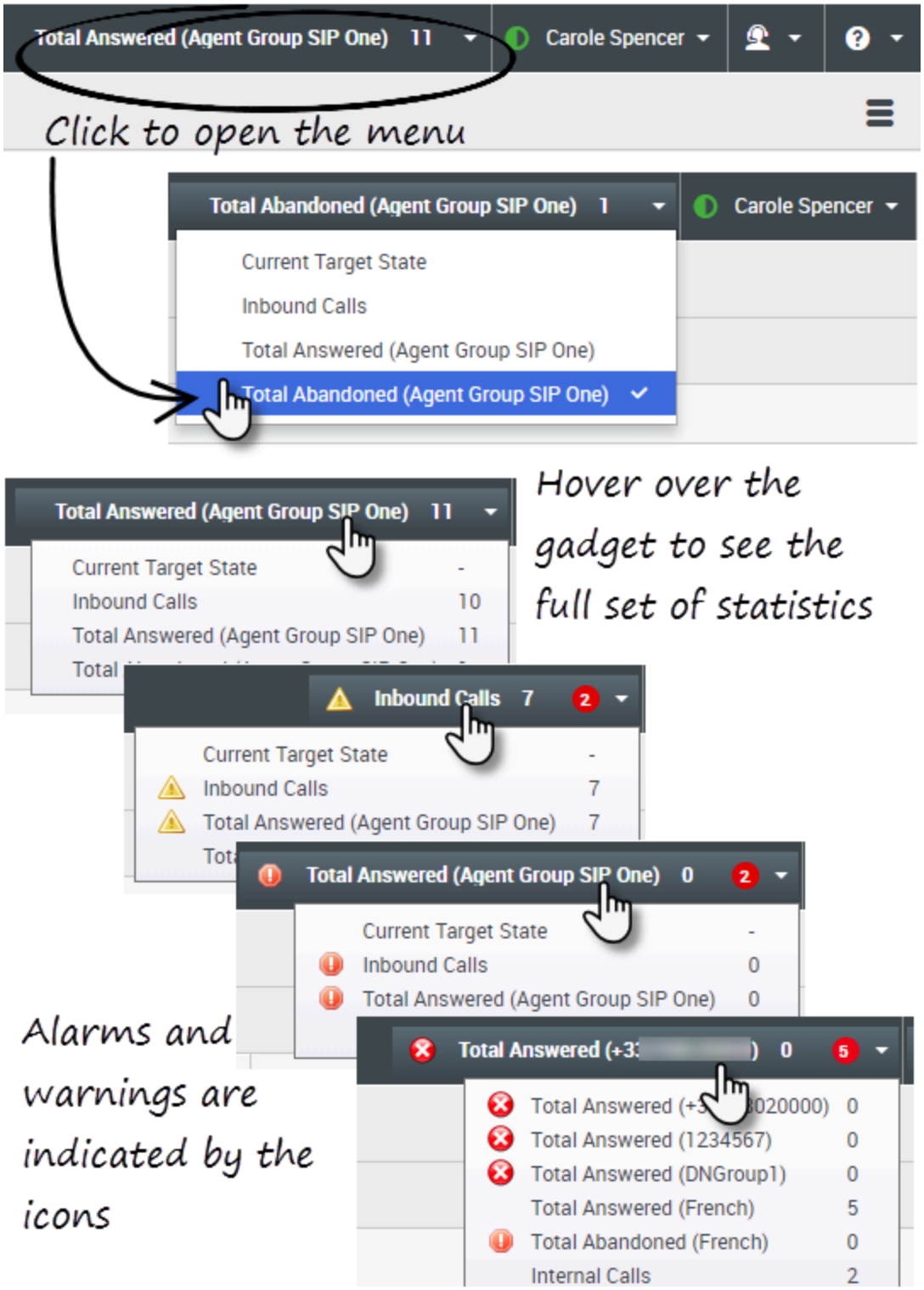
Total Answered (Agent Group SIP One) 11
Carole Spencer
Click to open the menu
Total Abandoned (Agent Group SIP One) 1
Carole Spencer
Current Target State
Inbound Calls
Total Answered (Agent Group SIP One)
Total Abandoned (Agent Group SIP One)
Total Answered (Agent Group SIP One) 11
Current Target State -
Inbound Calls 10
Total Answered (Agent Group SIP One) 11
Hover over the gadget to see the full set of statistics
Inbound Calls 7 2
Current Target State -
Inbound Calls 7
Total Answered (Agent Group SIP One) 7
Total Answered (Agent Group SIP One) 0 2
Current Target State -
Inbound Calls 0
Total Answered (Agent Group SIP One) 0
Total Answered (+3) 0 5
Total Answered (+3 3020000) 0
Total Answered (1234567) 0
Total Answered (DNGroup1) 0
Total Answered (French) 5
Total Abandoned (French) 0
Internal Calls 2
Alarms and warnings are indicated by the icons

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Information
History
All
Last Month
Last Week
Last Day

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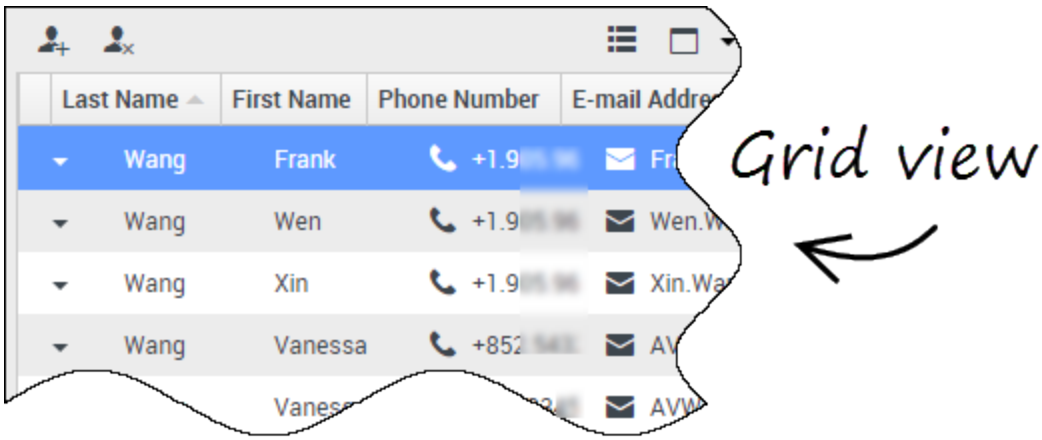
Last Name
First Name
Phone Number
E-mail Addre
Wang
Frank
Wang
Wen
Wang
Xin
Wang
Vanessa
Grid view

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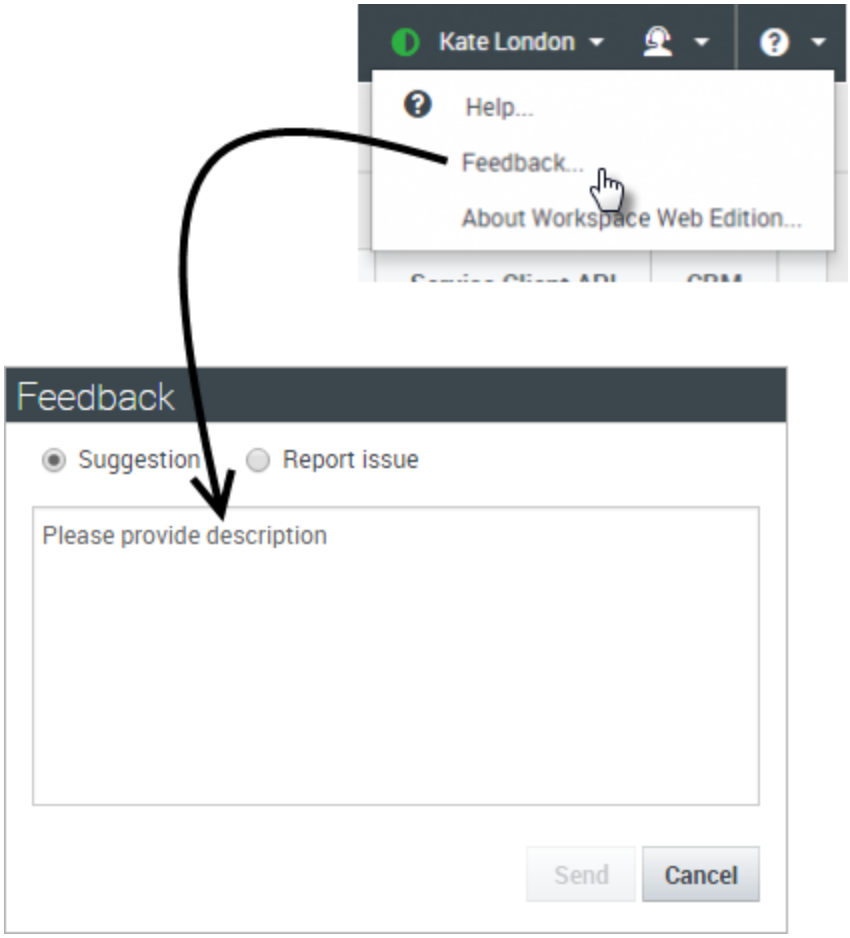
Kate London
Help...
Feedback...
About Workspace Web Edition...
Feedback
Suggestion
Report issue
Please provide description
Send
Cancel

Web ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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Workspace ◇◇◇◇◇◇◇◇◇◇◇◇ Web ◇◇◇◇?

◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ Web ◇◇◇◇◇Workspace ◇ [◇◇◇] ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ Workspace ◇◇◇◇◇◇◇◇◇ Web ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇Workspace ◇◇◇◇◇◇◇◇ Web ◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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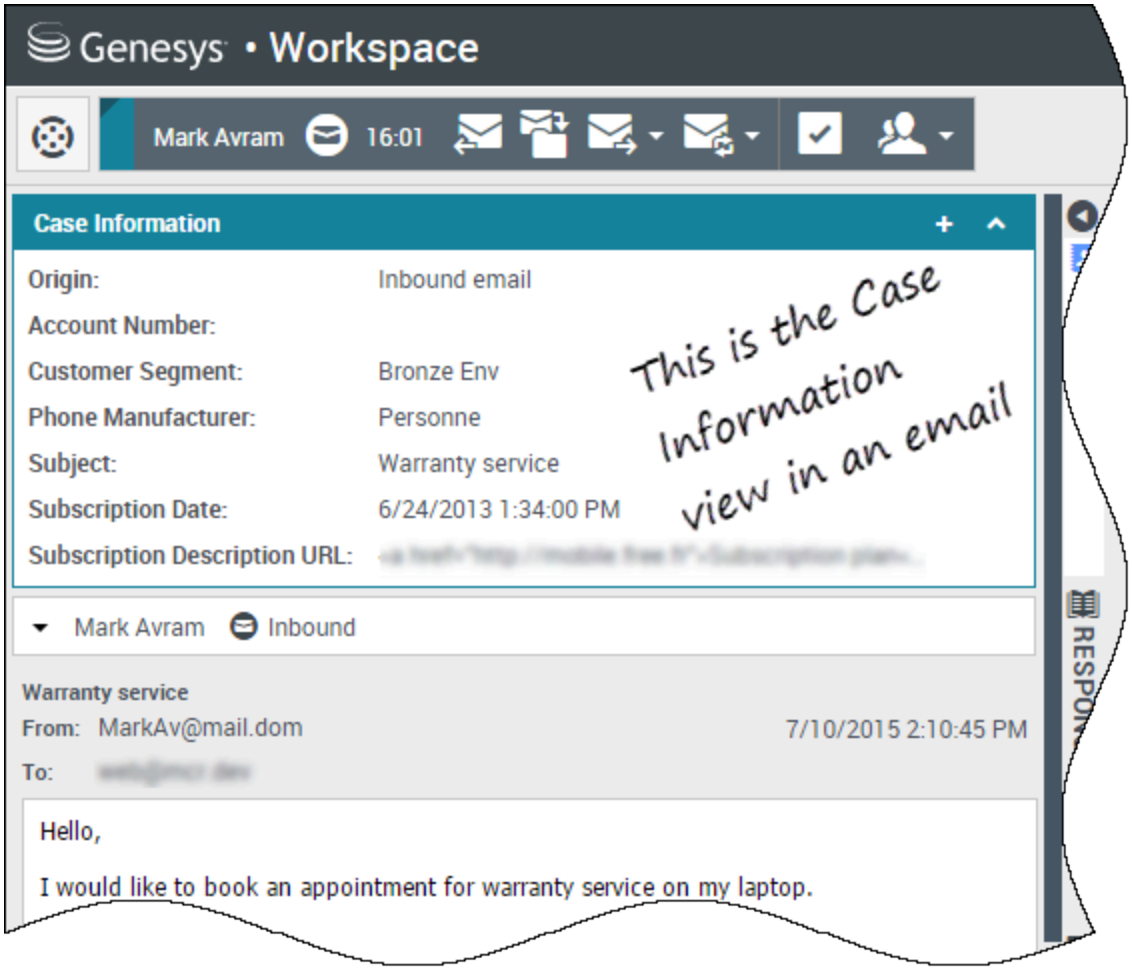
Genesys • Workspace
Mark Avram
16:01
Case Information
Origin:
Inbound email
Account Number:
Customer Segment:
Bronze Env
Phone Manufacturer:
Personne
Subject:
Warranty service
Subscription Date:
6/24/2013 1:34:00 PM
Subscription Description URL:
This is the Case Information view in an email
Mark Avram
Inbound
Warranty service
From: MarkAv@mail.dom
7/10/2015 2:10:45 PM
To:
Hello,
I would like to book an appointment for warranty service on my laptop.

◇◇◇◇◇ (◇◇◇◇◇◇◇◇◇◇◇◇◇◇) ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ (◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇)◇

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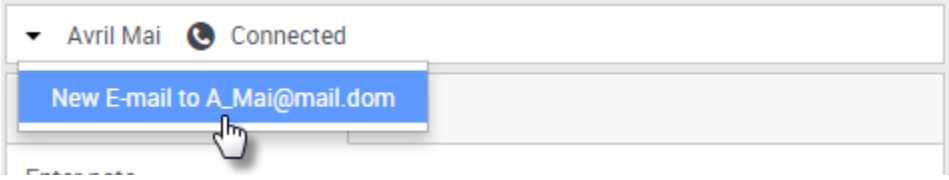
Avril Mai
Connected
New E-mail to A_Mai@mail.dom

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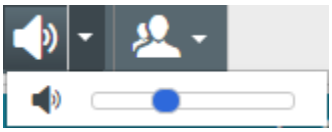

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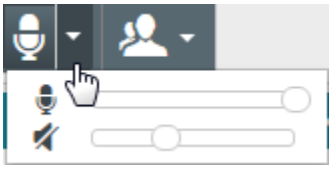

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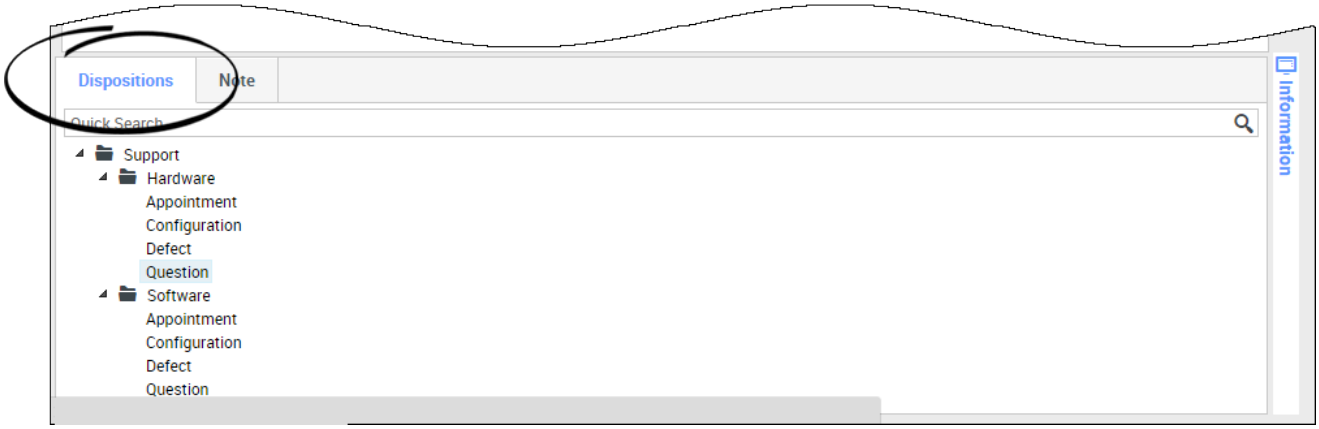
Dispositions
Note
Quick Search
Support
Hardware
Appointment
Configuration
Defect
Question
Software
Appointment
Configuration
Defect
Question
Information

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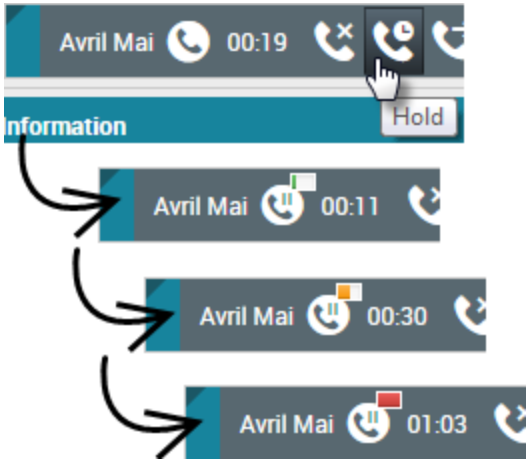
Avril Mai
00:19
Hold
nformation
Avril Mai
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Avril Mai
00:30
Avril Mai
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[◇◇] ( ) ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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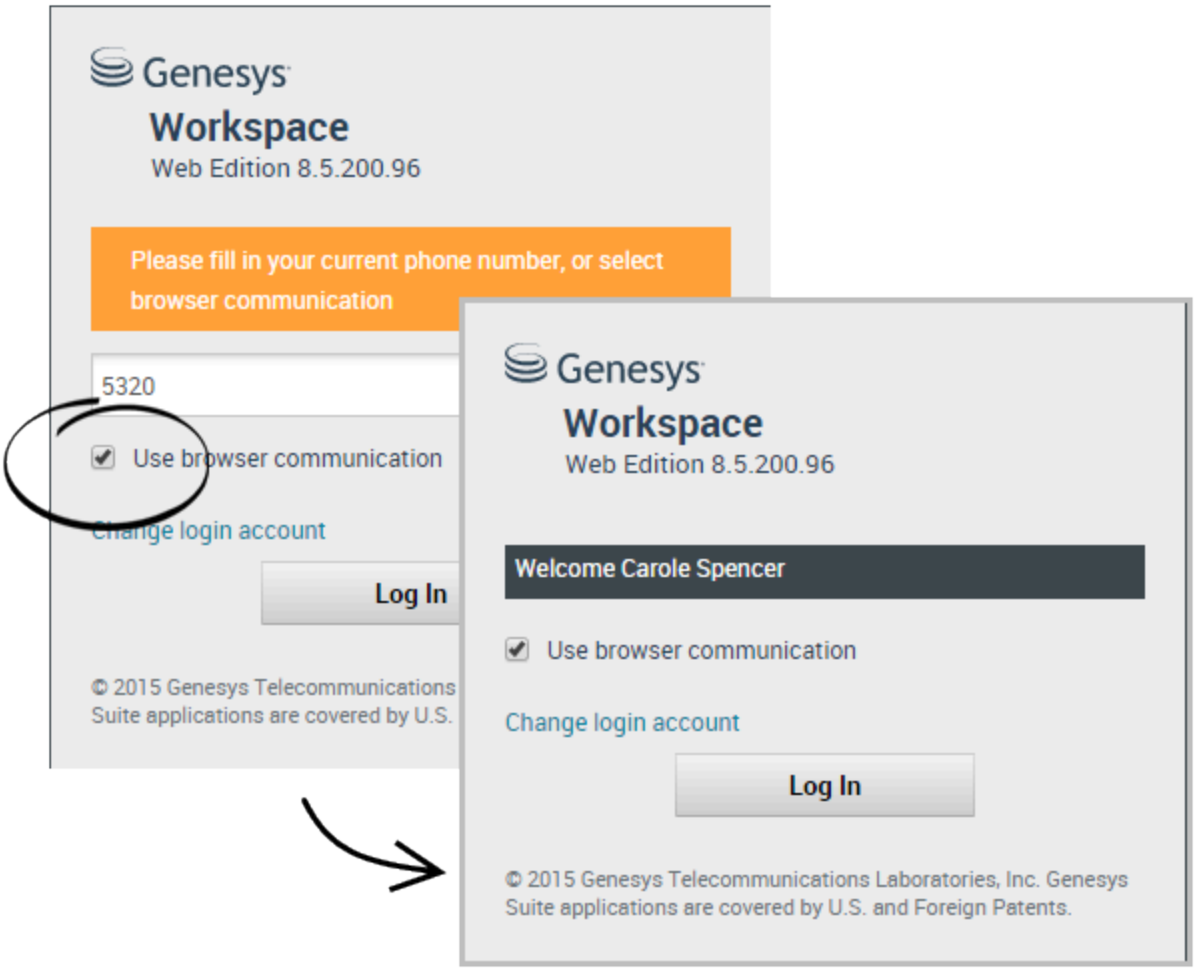
Workspace ◇ Web ◇◇◇◇◇◇◇◇?



Link to video

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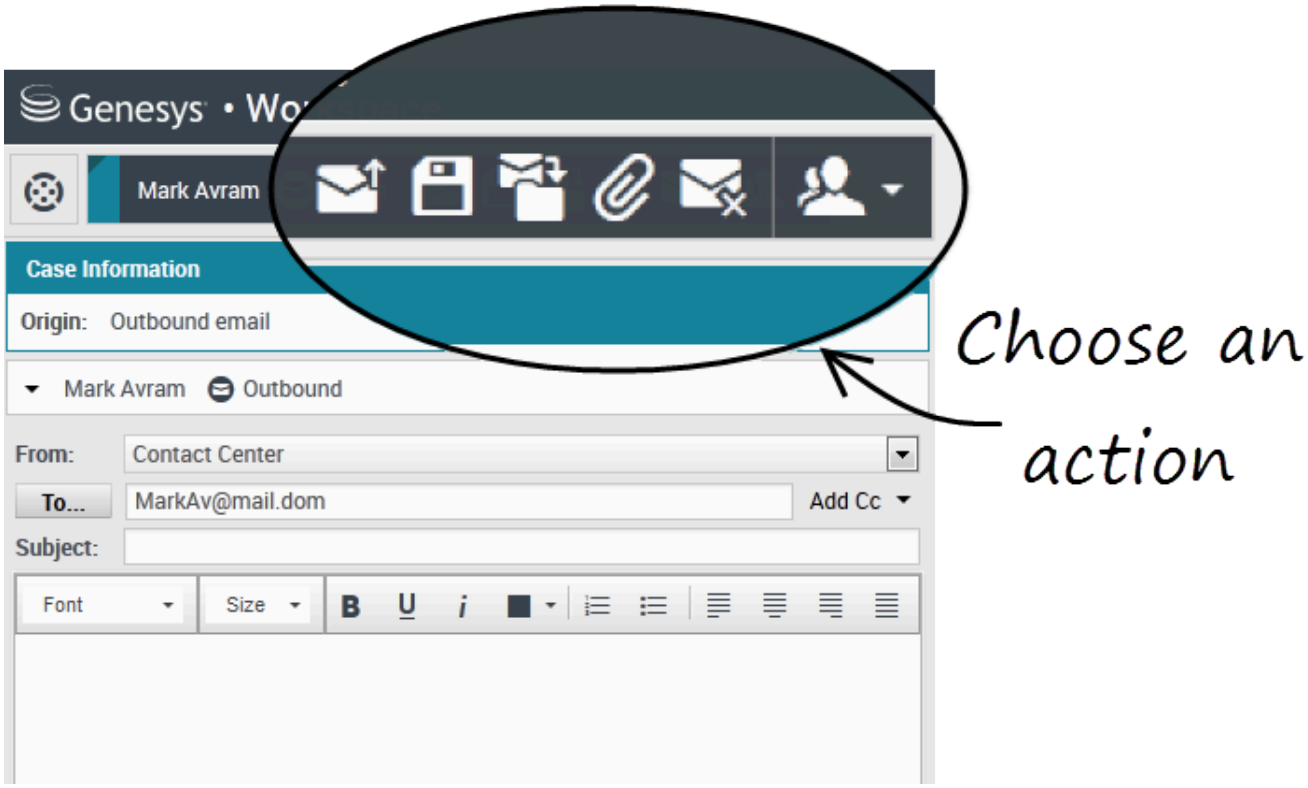
Genesys • Wo
Mark Avram
Case Information
Origin: Outbound email
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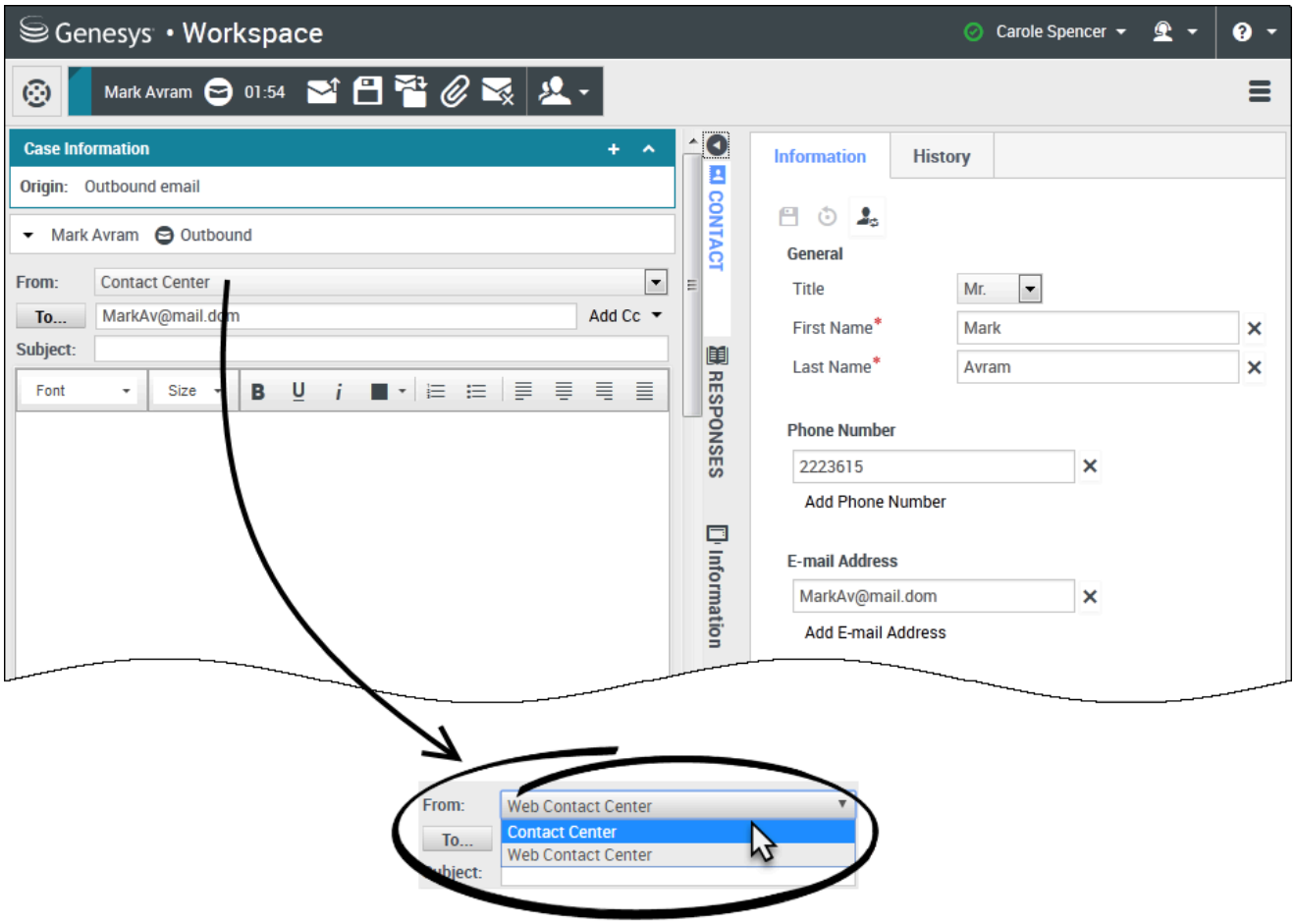
Genesys • Workspace
Carole Spencer
Mark Avram
01:54
Case Information
Origin: Outbound email
Mark Avram
Outbound
From:
Contact Center
To...
MarkAv@mail.dom
Add Cc
Subject:
Font
Size
CONTACT
RESPONSES
Information
Information
History
General
Title
Mr.
First Name*
Mark
Last Name*
Avram
Phone Number
2223615
Add Phone Number
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MarkAv@mail.dom
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Web Contact Center
Contact Center
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Workspace ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇3◇◇◇◇◇◇◇◇◇◇◇

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Forward
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Link to video

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Facebook

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Facebook ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇?

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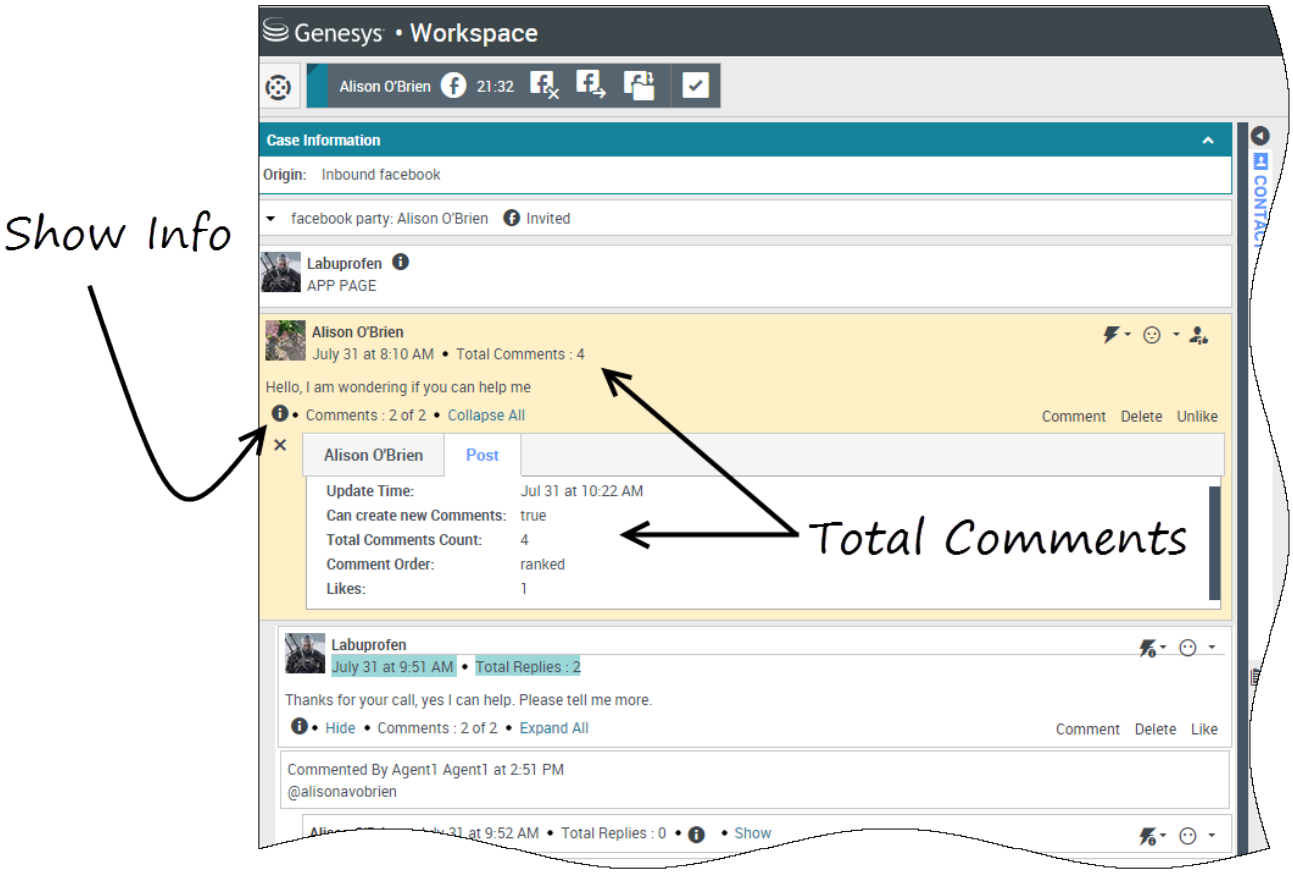
Genesys • Workspace
Alison O'Brien 21:32
Case Information
Origin: Inbound facebook
facebook party: Alison O'Brien Invited
Labuprofen
APP PAGE
Alison O'Brien
July 31 at 8:10 AM • Total Comments : 4
Hello, I am wondering if you can help me
• Comments : 2 of 2 • Collapse All
Comment Delete Unlike
Alison O'Brien
Post
Update Time: Jul 31 at 10:22 AM
Can create new Comments: true
Total Comments Count: 4
Comment Order: ranked
Likes: 1
Labuprofen
July 31 at 9:51 AM • Total Replies : 2
Thanks for your call, yes I can help. Please tell me more.
• Hide • Comments : 2 of 2 • Expand All
Comment Delete Like
Commented By Agent1 Agent1 at 2:51 PM
@alisonavobrien
• Total Replies : 0 • • Show
Show Info
Total Comments

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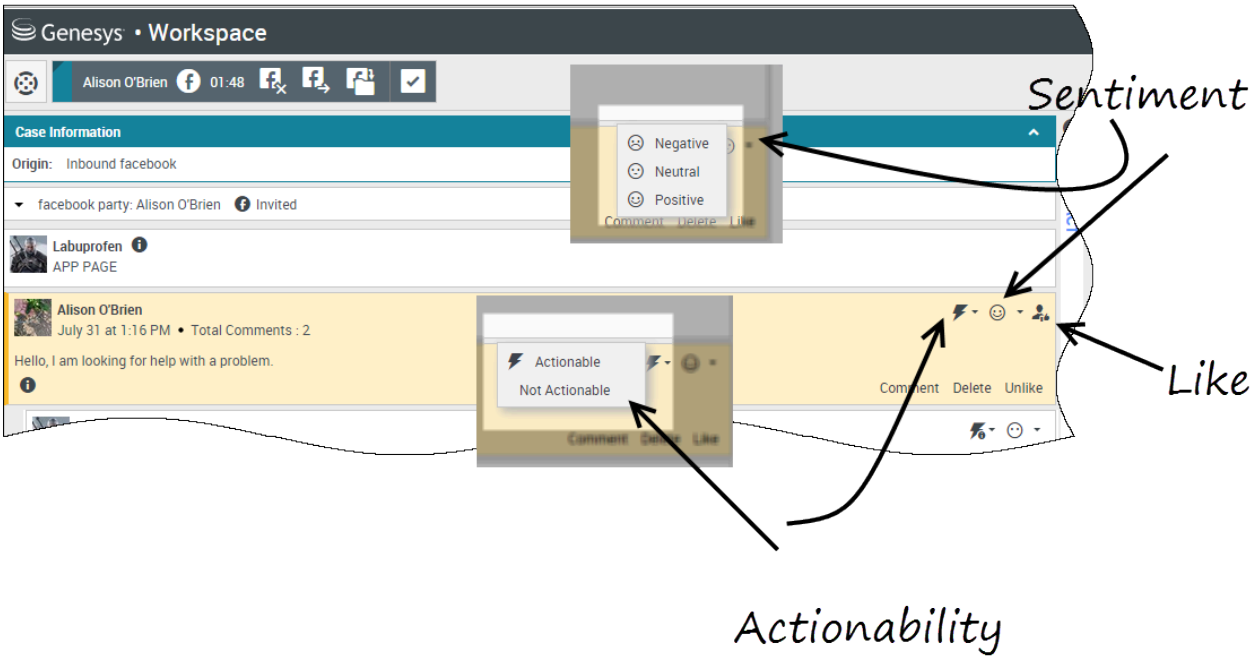
Genesys • Workspace
Alison O'Brien 01:48
Case Information
Origin: Inbound facebook
facebook party: Alison O'Brien Invited
Labuprofen
APP PAGE
Alison O'Brien
July 31 at 1:16 PM • Total Comments : 2
Hello, I am looking for help with a problem.
Negative
Neutral
Positive
Actionable
Not Actionable
Comment Delete Unlike
Sentiment
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Actionability

Facebook ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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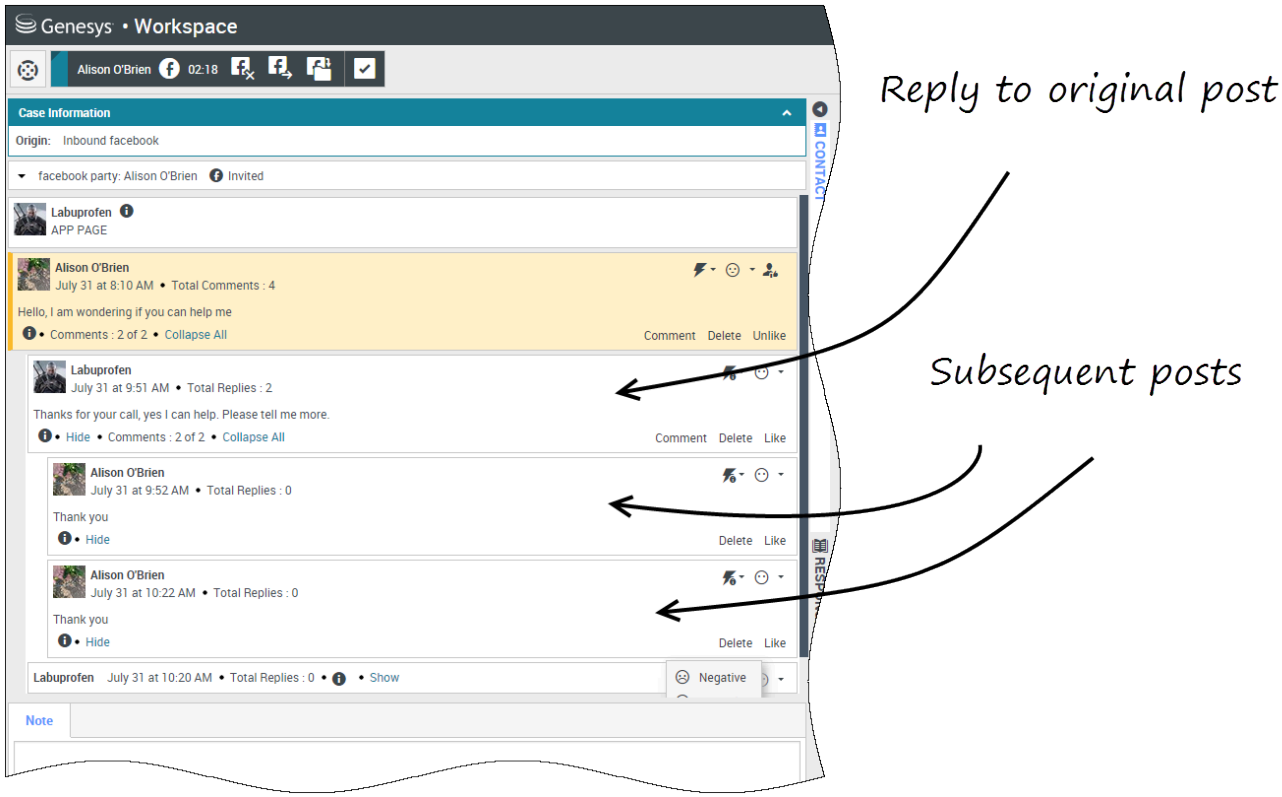

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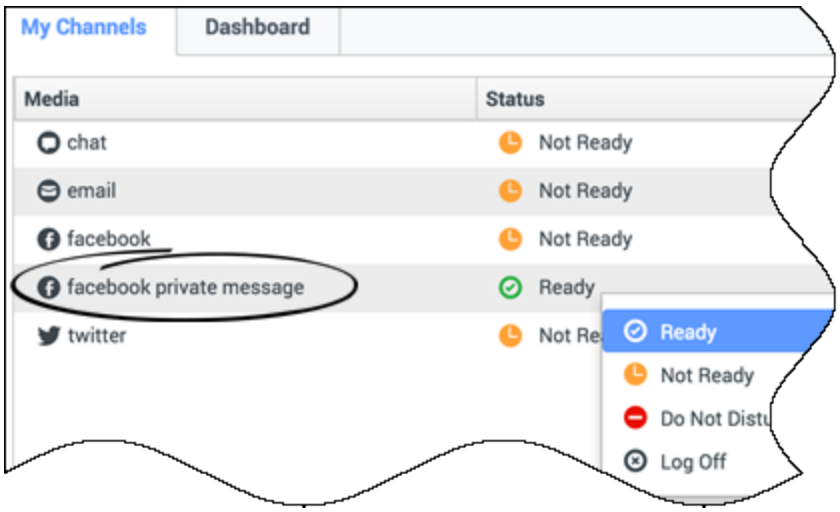

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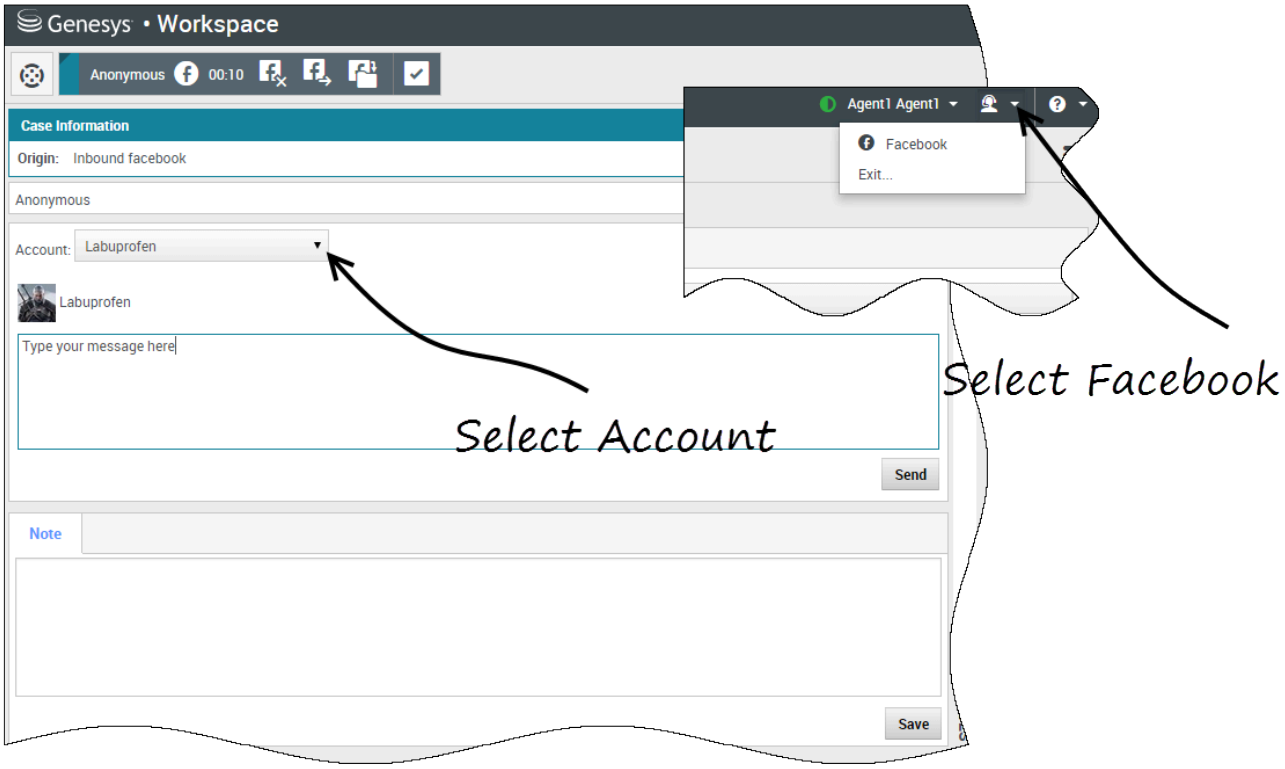
Facebook ◇◇◇◇◇

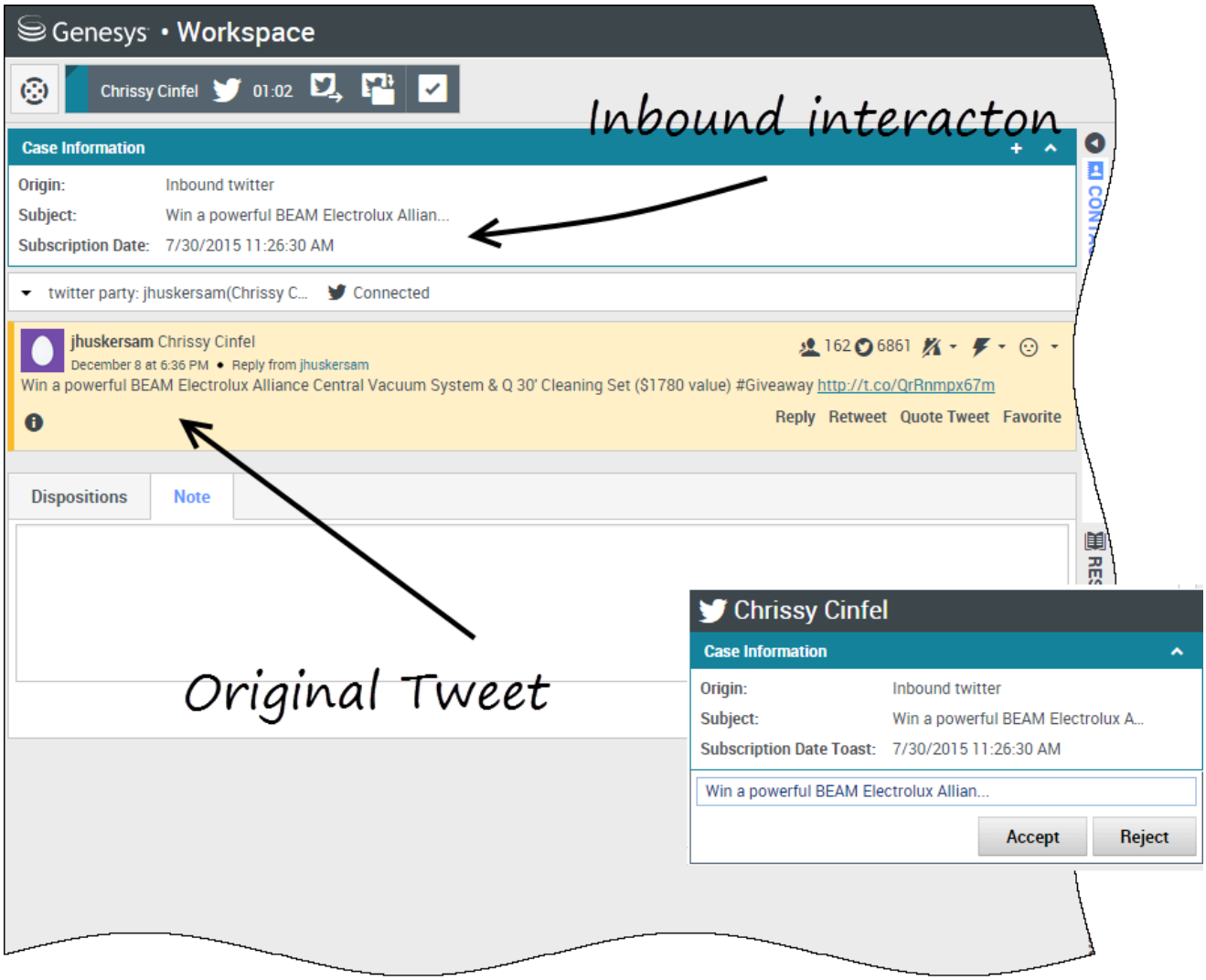


Facebook ◇◇◇◇◇◇◇◇◇◇◇◇◇

Twitter

Twitter ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

Twitter ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇?



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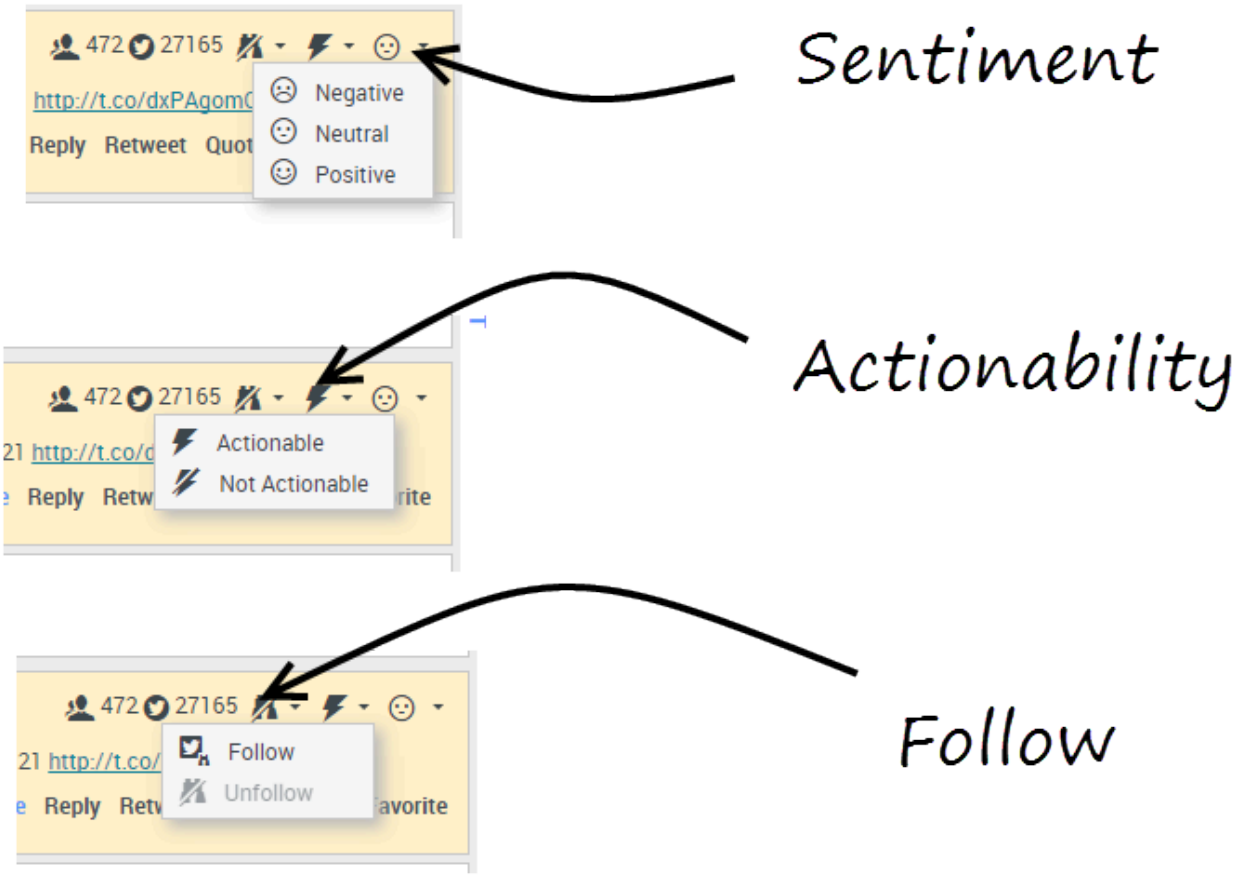

Twitter ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ **[◇◇◇◇◇◇◇◇◇◇]** ◇◇◇◇◇ **[◇◇◇◇◇◇◇]** ◇◇◇◇◇◇◇◇◇◇◇◇◇

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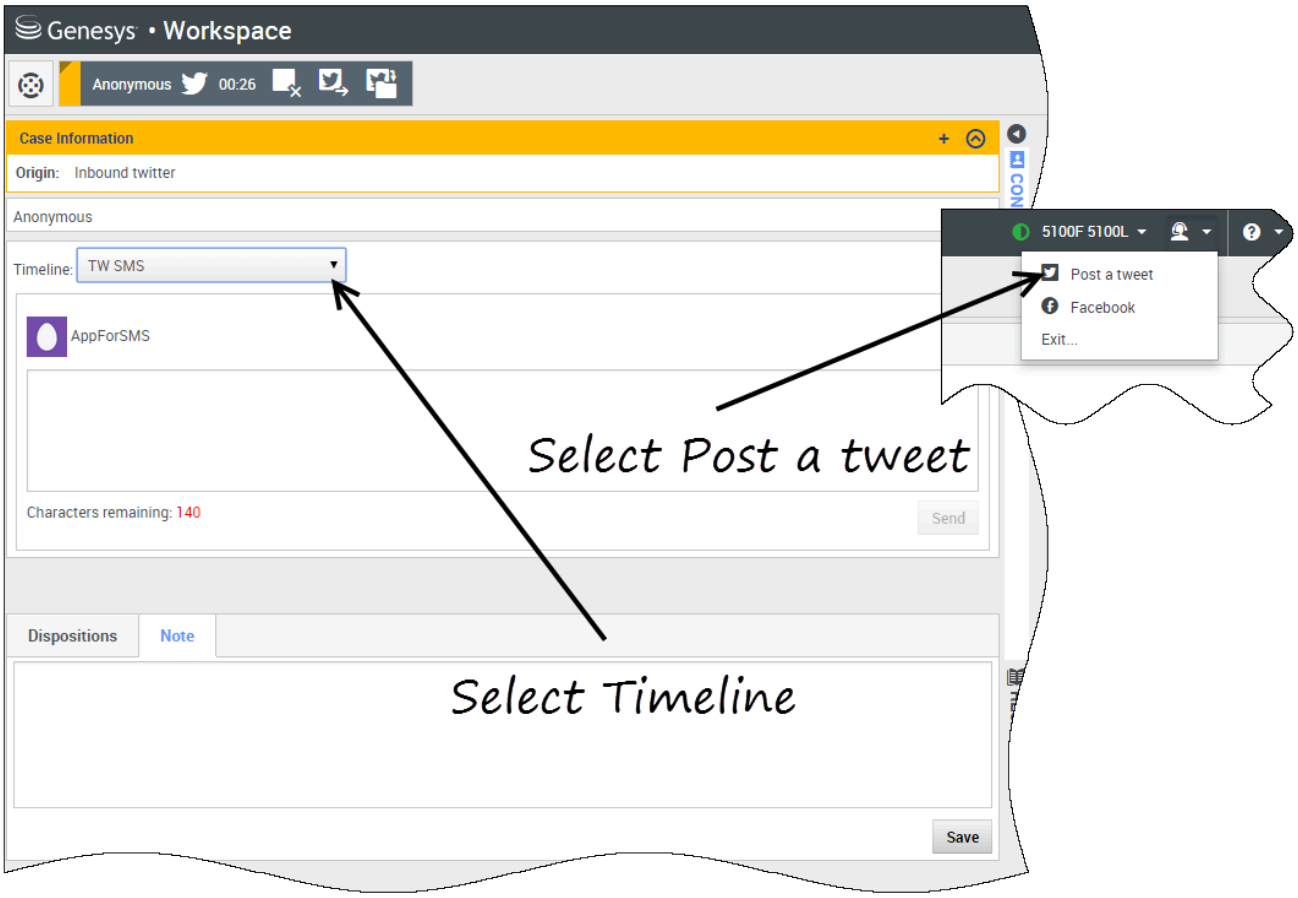

Twitter ◇◇◇◇◇◇◇◇◇◇◇◇◇

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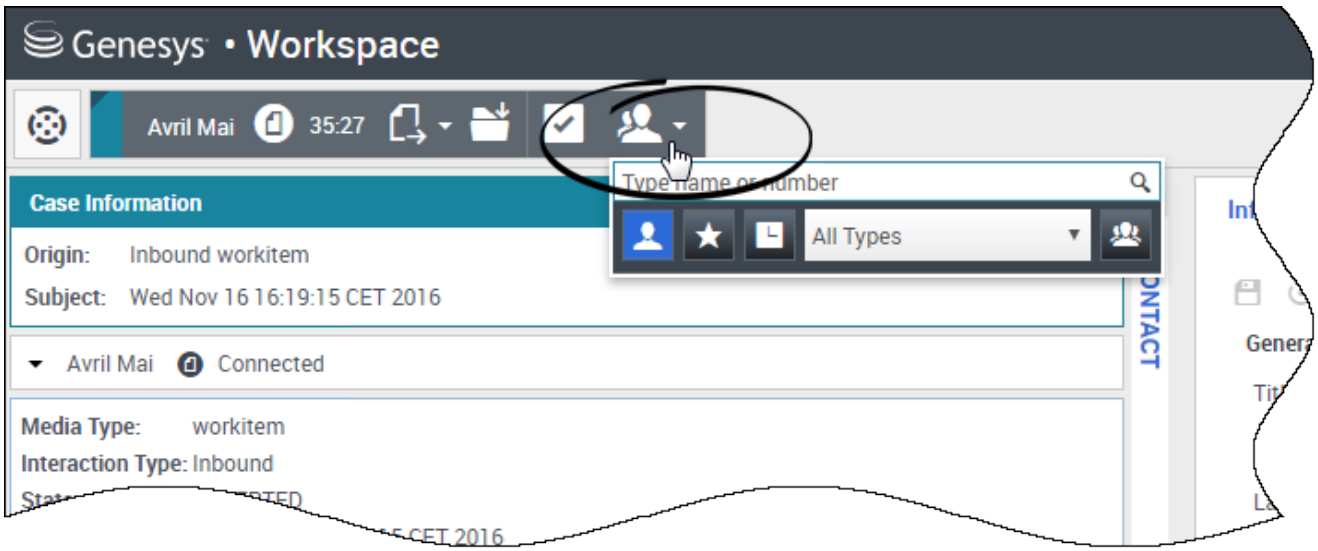
Genesys • Workspace
Avril Mai
35:27
Case Information
Origin: Inbound workitem
Subject: Wed Nov 16 16:19:15 CET 2016
Avril Mai
Connected
Media Type: workitem
Interaction Type: Inbound
Type name or number
All Types

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Workspace ◇◇◇◇◇◇◇◇◇◇◇1 ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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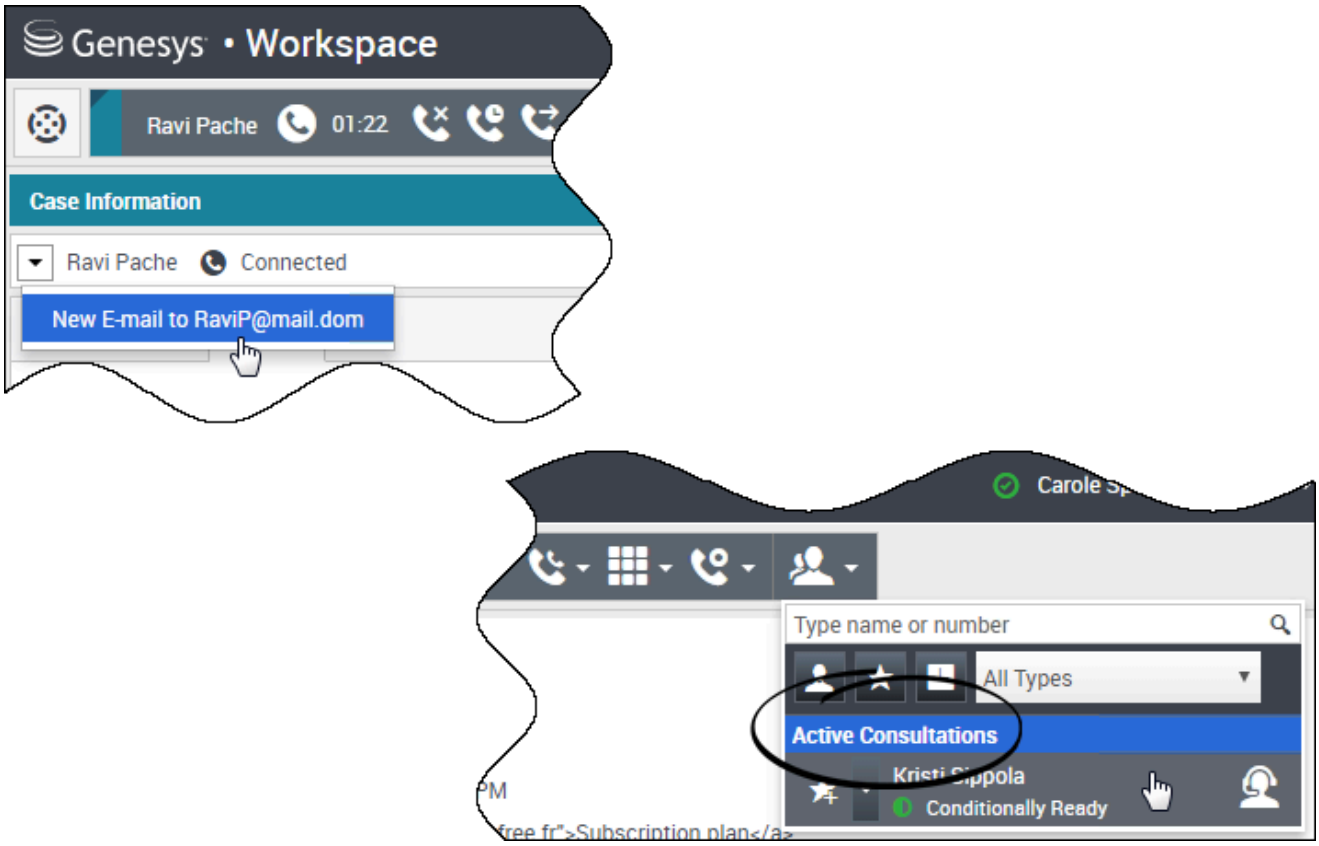
Genesys • Workspace
Ravi Pache
01:22
Case Information
Ravi Pache
Connected
New E-mail to RaviP@mail.dom
Carole Sp
Type name or number
All Types
Active Consultations
Kristi Sippola
Conditionally Ready

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Workspace □□□□□□□□□□□□□□□□□□□□

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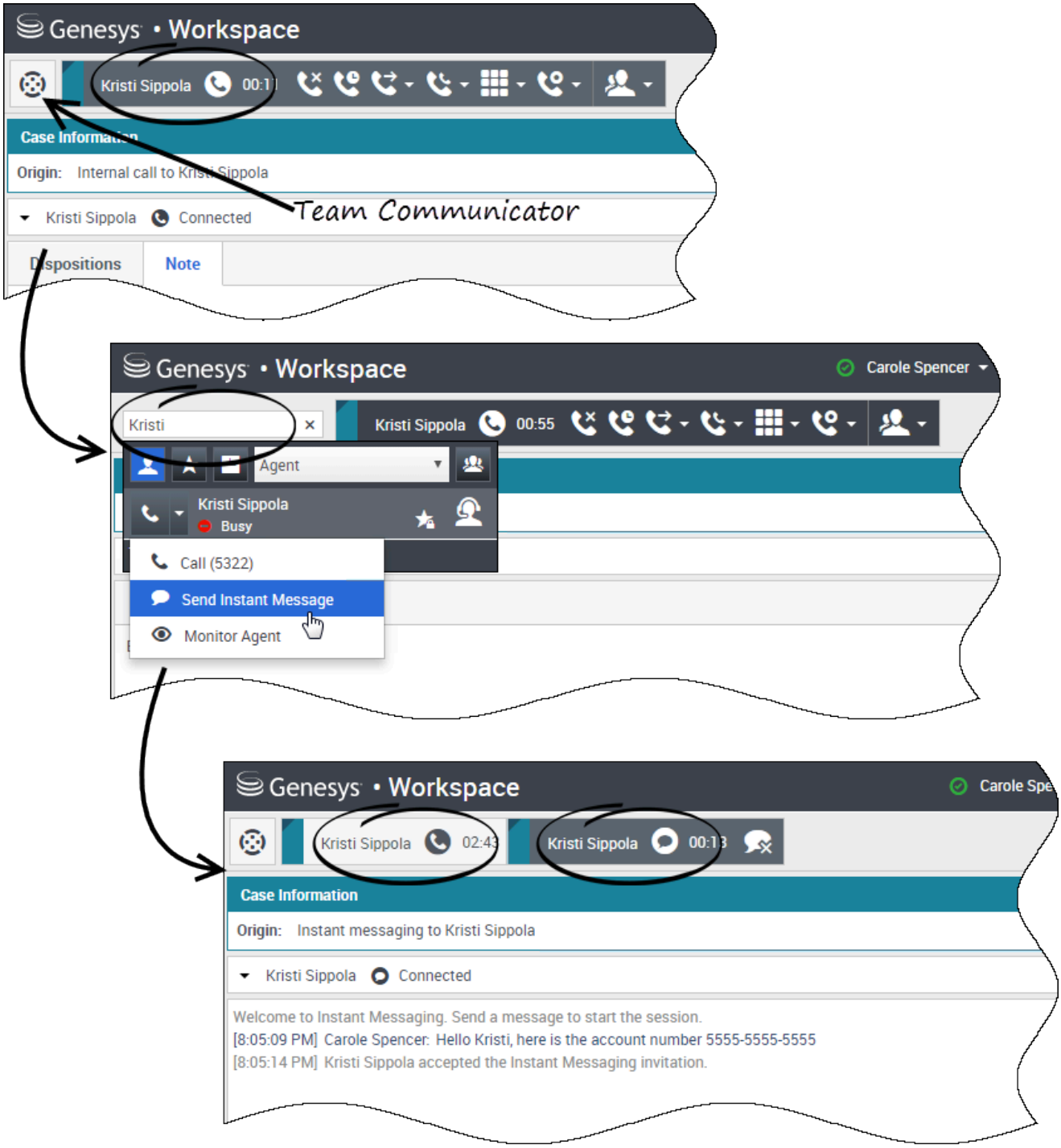
Genesys • Workspace
Kristi Sippola
Case Information
Origin: Internal call to Kristi Sippola
Kristi Sippola Connected
Team Communicator
Dispositions
Note
Genesys • Workspace
Carole Spencer
Kristi
Kristi Sippola 00:55
Agent
Kristi Sippola
Busy
Call (5322)
Send Instant Message
Monitor Agent
Genesys • Workspace
Kristi Sippola
Kristi Sippola
Case Information
Origin: Instant messaging to Kristi Sippola
Kristi Sippola Connected
Welcome to Instant Messaging. Send a message to start the session.
[8:05:09 PM] Carole Spencer: Hello Kristi, here is the account number 5555-5555-5555
[8:05:14 PM] Kristi Sippola accepted the Instant Messaging invitation.

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Genesys • Workspace
Team Communicator
Genesys • Workspace
Send Instant Message

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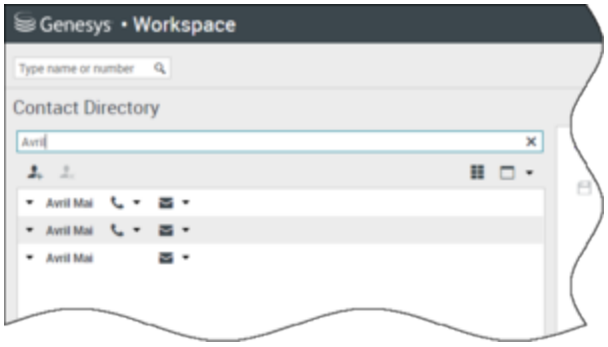
Genesys • Workspace
Type name or number
Contact Directory
Avril
Avril Mai
Avril Mai
Avril Mai

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Link to video

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Workspace ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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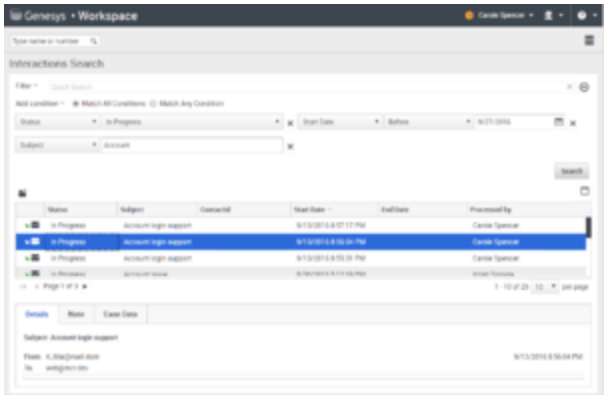
Genesys • Workspace
Interactions Search

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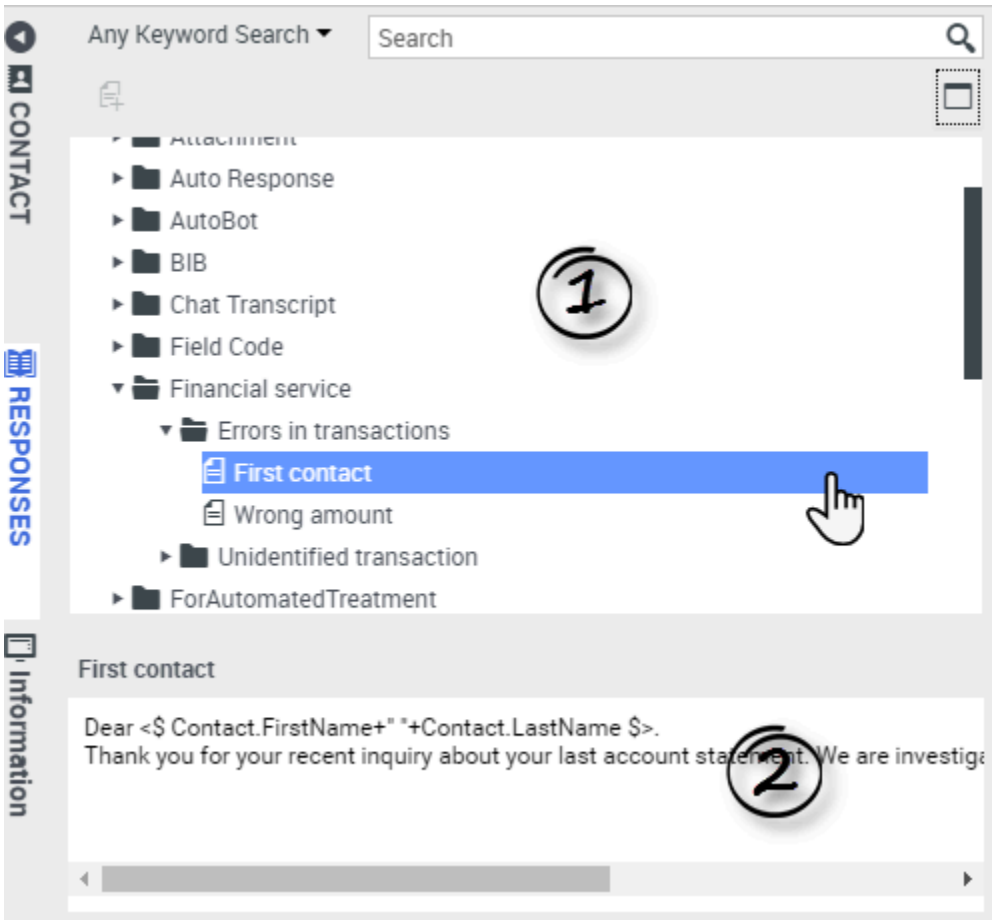
Any Keyword Search
Search
CONTACT
RESPONSES
Information
Auto Response
AutoBot
BIB
Chat Transcript
Field Code
Financial service
Errors in transactions
First contact
Wrong amount
Unidentified transaction
ForAutomatedTreatment
1
First contact
Dear <$ Contact.FirstName+" "+Contact.LastName $>.
Thank you for your recent inquiry about your last account statement. We are investiga
2

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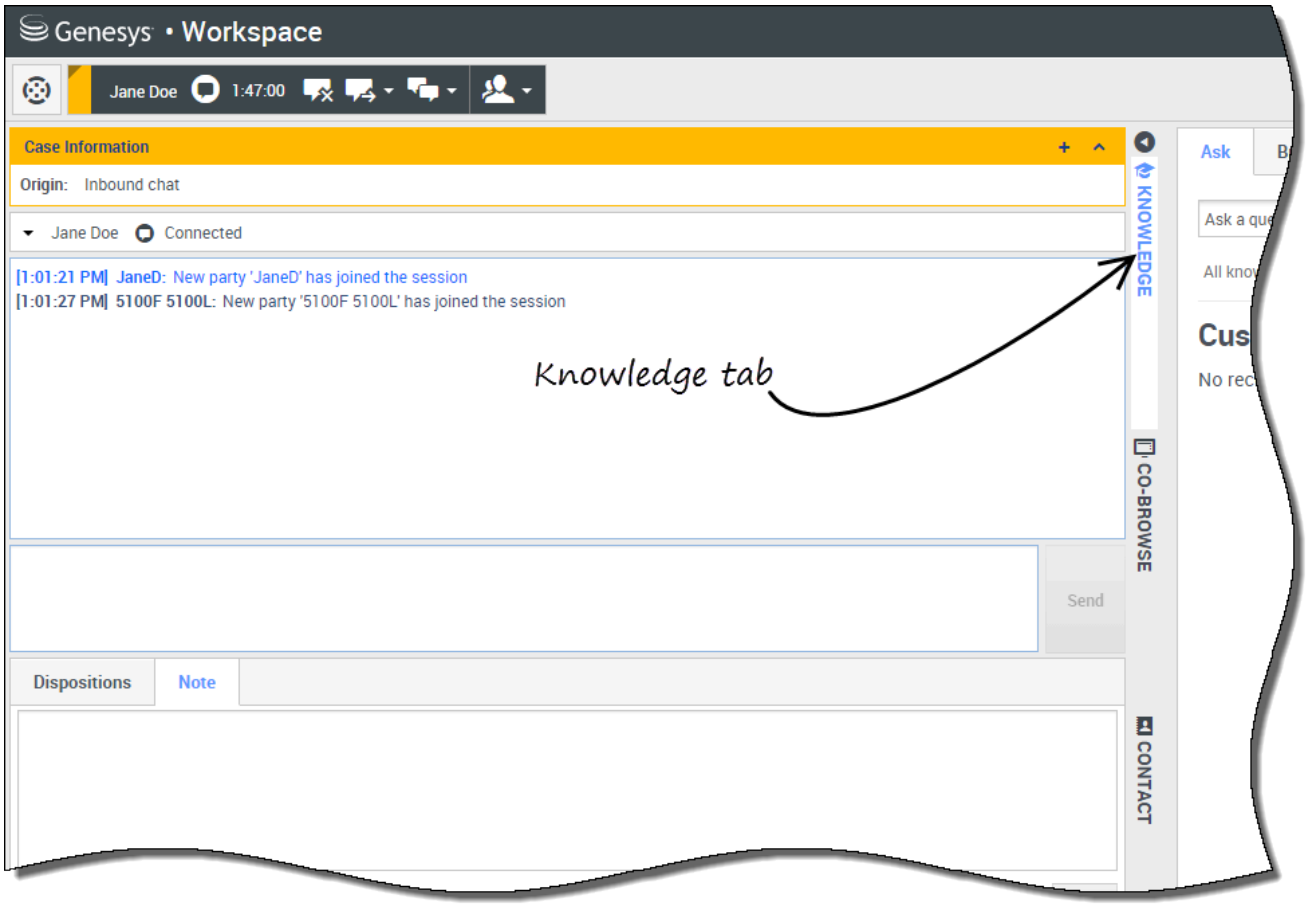
Genesys • Workspace
Jane Doe
1:47:00
Case Information
Origin: Inbound chat
Jane Doe
Connected
[1:01:21 PM] JaneD: New party 'JaneD' has joined the session
[1:01:27 PM] 5100F 5100L: New party '5100F 5100L' has joined the session
Knowledge tab
Send
Dispositions
Note
KNOWLEDGE
CO-BROWSE
CONTACT
Ask

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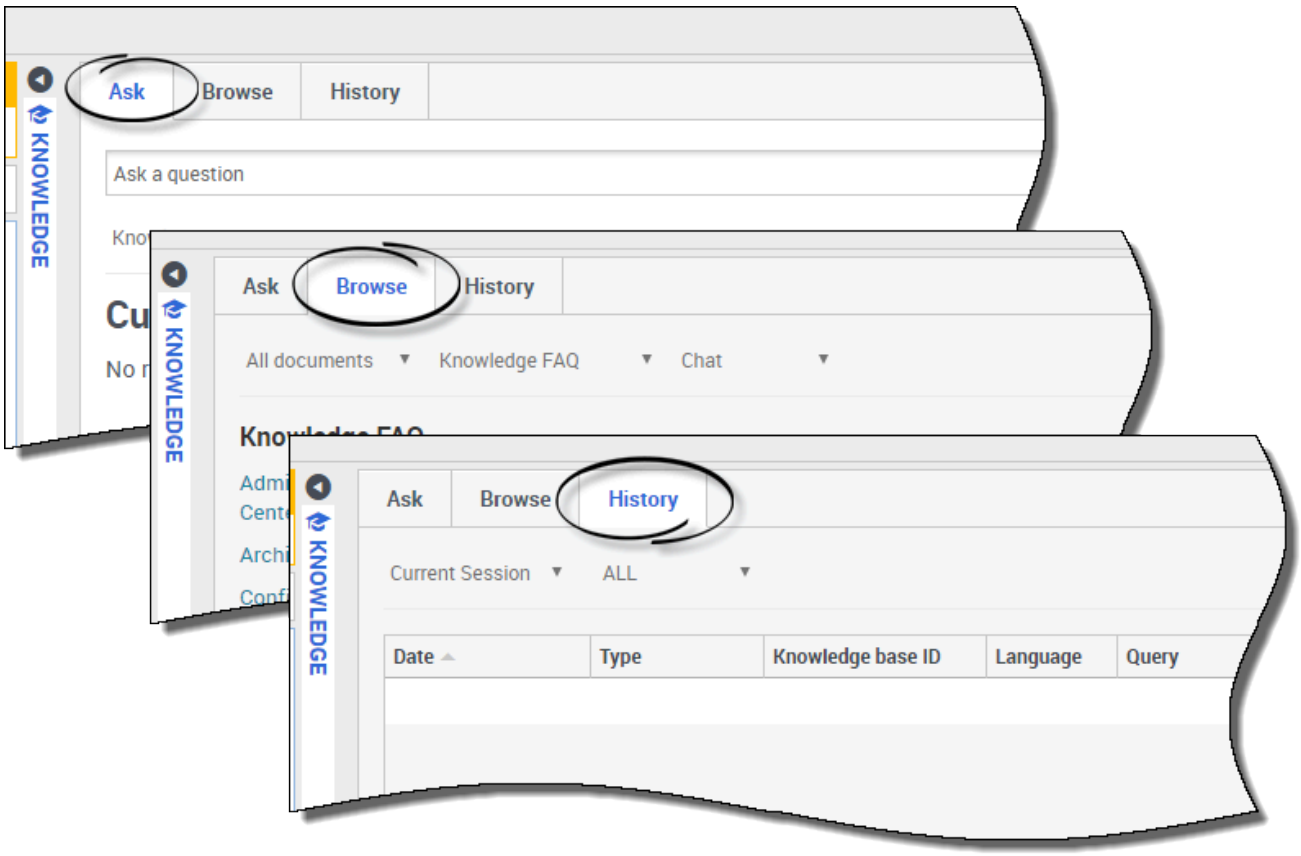
Ask
Browse
History
KNOWLEDGE
Ask a question
Ask
Browse
History
All documents
Knowledge FAQ
Chat
Ask
Browse
History
Current Session
ALL
Date
Type
Knowledge base ID
Language
Query

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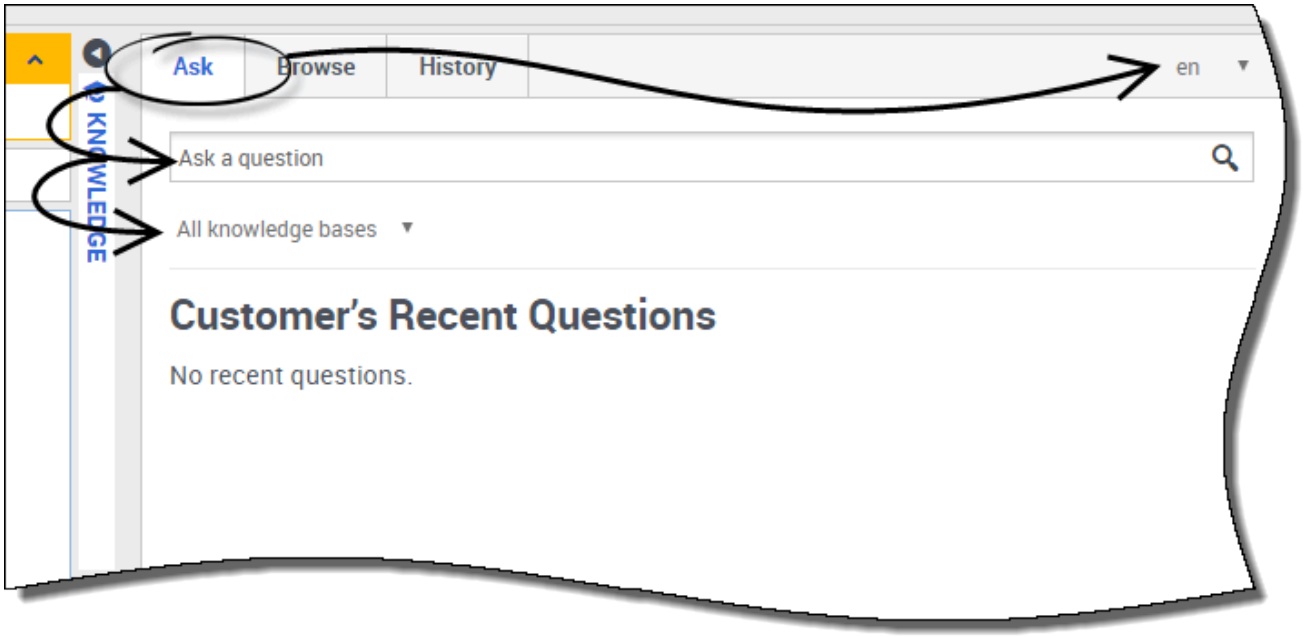
Ask
Browse
History
en
KNOWLEDGE
Ask a question
All knowledge bases
Customer's Recent Questions
No recent questions.

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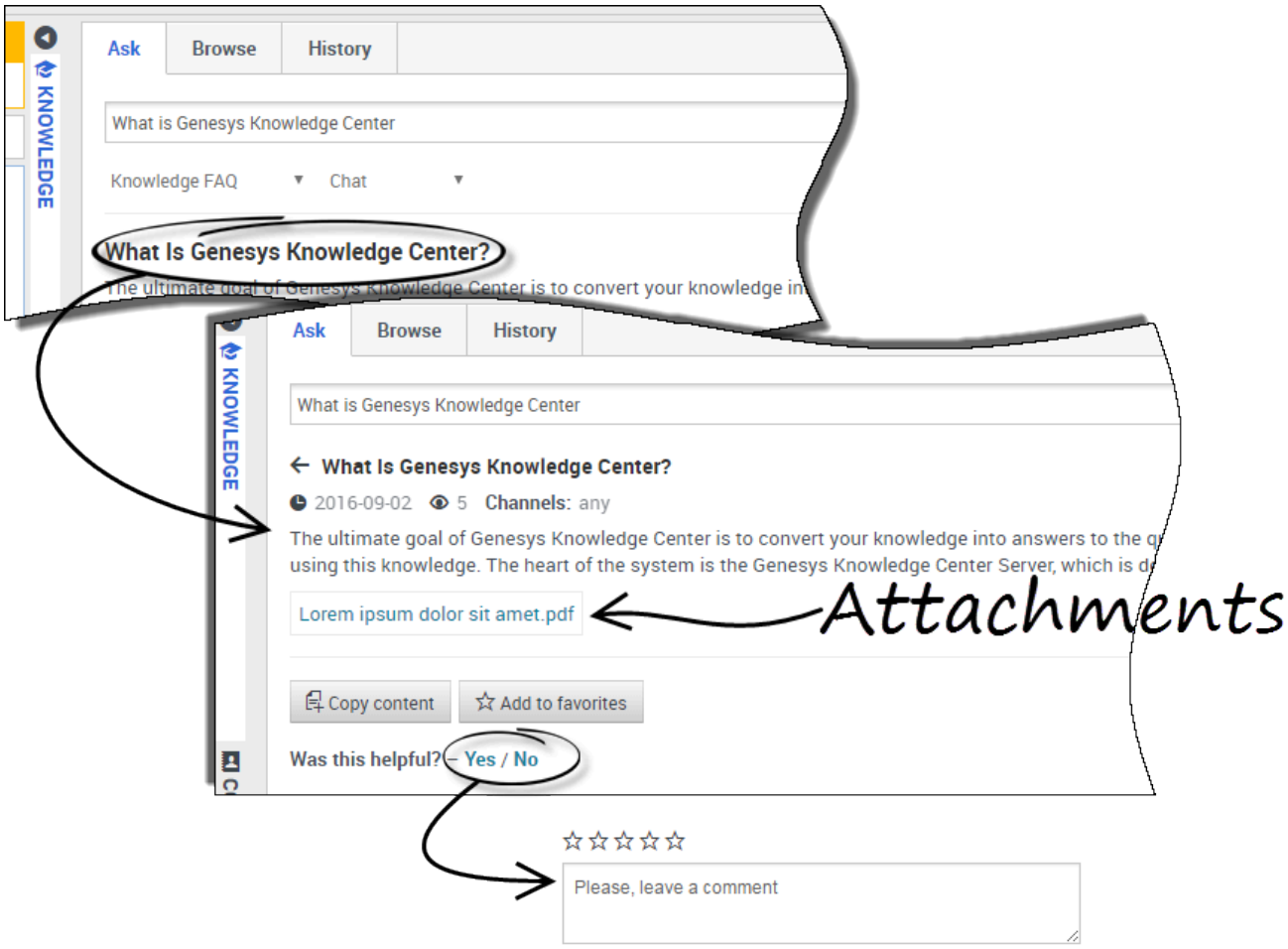
Ask
Browse
History
KNOWLEDGE
What is Genesys Knowledge Center
Knowledge FAQ
Chat
What Is Genesys Knowledge Center?
The ultimate goal of Genesys Knowledge Center is to convert your knowledge in
Ask
Browse
History
KNOWLEDGE
What is Genesys Knowledge Center
What Is Genesys Knowledge Center?
2016-09-02
5
Channels: any
The ultimate goal of Genesys Knowledge Center is to convert your knowledge into answers to the q
using this knowledge. The heart of the system is the Genesys Knowledge Center Server, which is d
Lorem ipsum dolor sit amet.pdf
Attachments
Copy content
Add to favorites
Was this helpful? – Yes / No
Please, leave a comment

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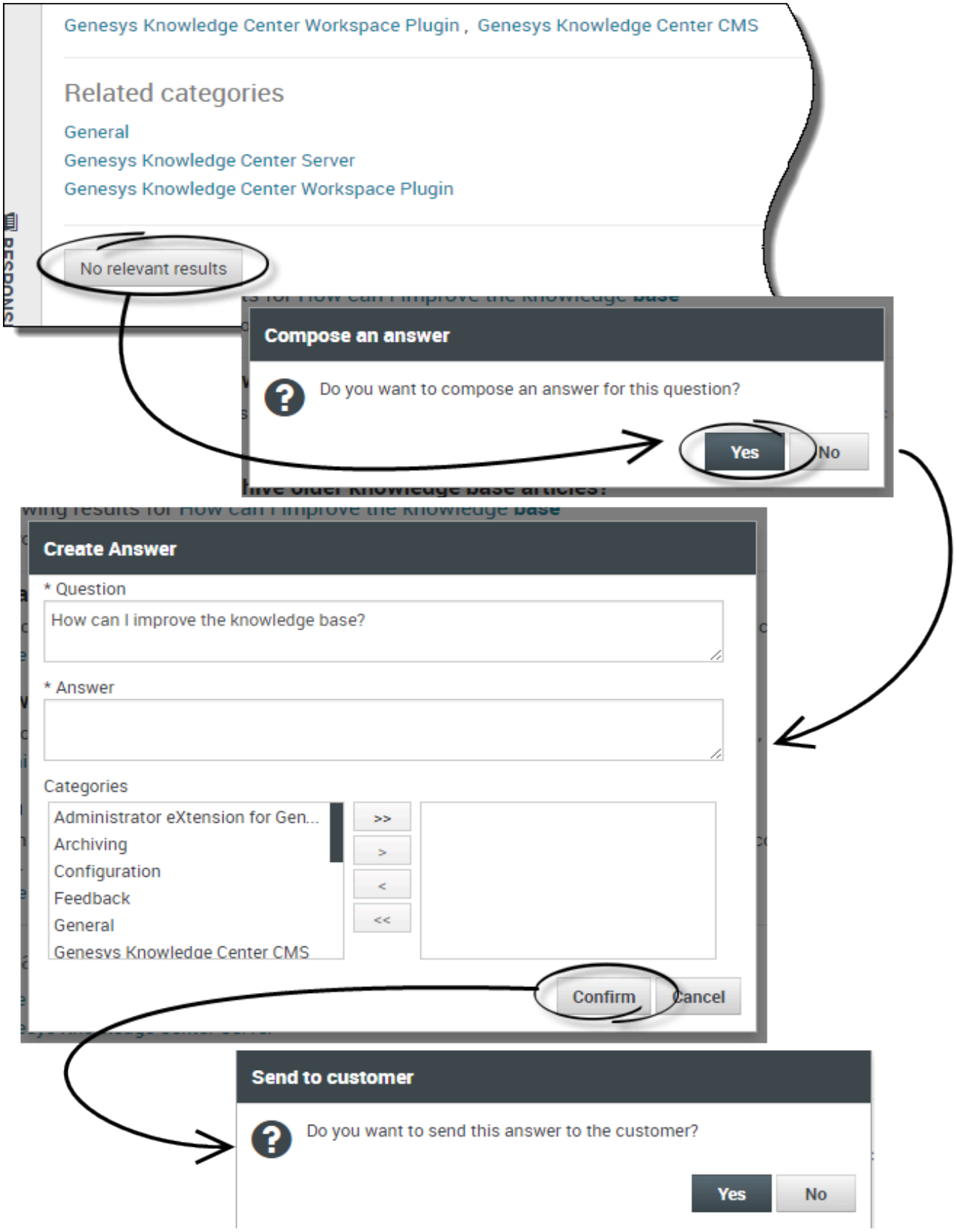
Genesys Knowledge Center Workspace Plugin , Genesys Knowledge Center CMS
Related categories
General
Genesys Knowledge Center Server
Genesys Knowledge Center Workspace Plugin
No relevant results
Compose an answer
Do you want to compose an answer for this question?
Yes
No
Create Answer
* Question
How can I improve the knowledge base?
* Answer
Categories
Administrator eXtension for Gen...
Archiving
Configuration
Feedback
General
Genesys Knowledge Center CMS
>>
>
<
<<
Confirm
Cancel
Send to customer
Do you want to send this answer to the customer?
Yes
No

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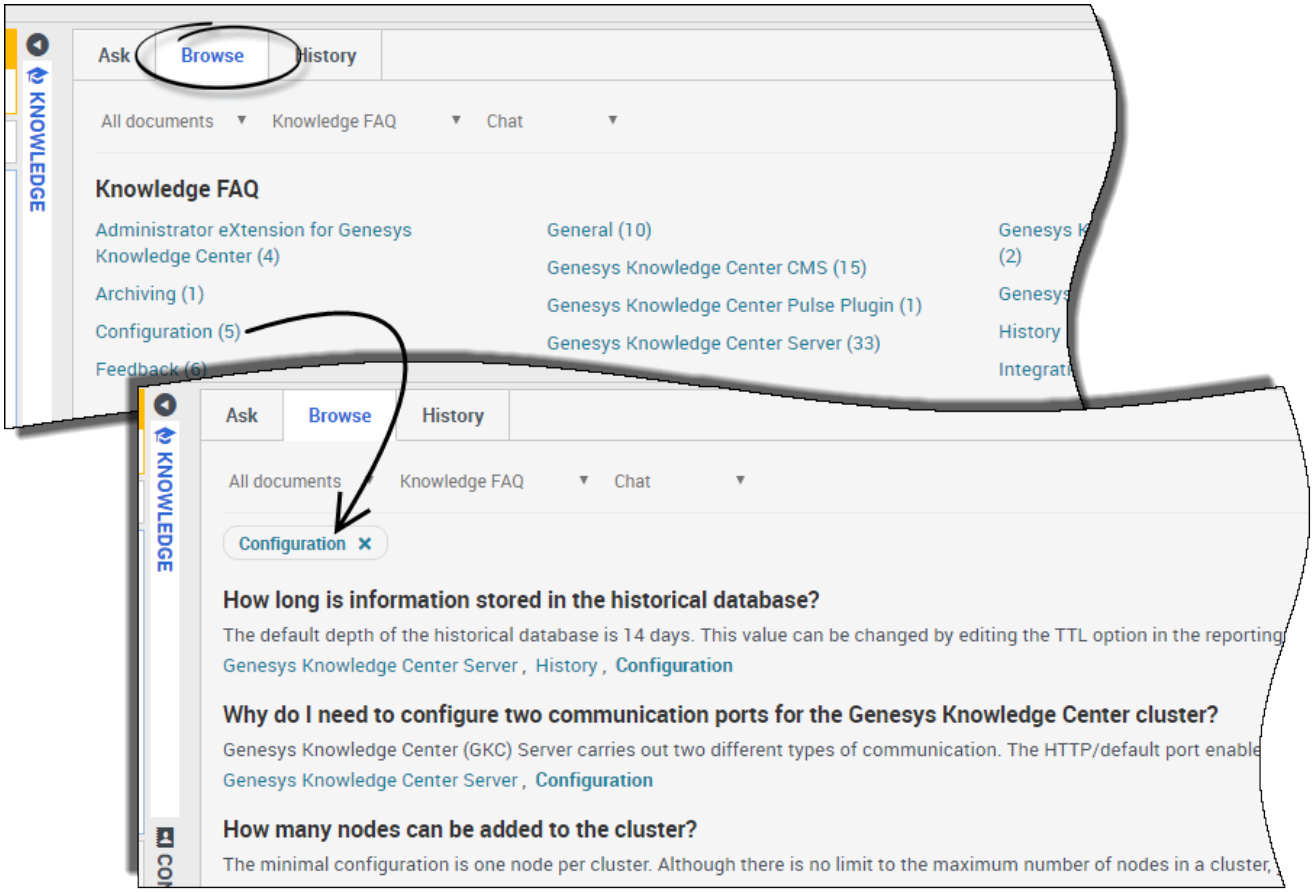
Ask
Browse
History
KNOWLEDGE
All documents
Knowledge FAQ
Chat
Knowledge FAQ
Administrator eXtension for Genesys Knowledge Center (4)
Archiving (1)
Configuration (5)
Feedback (6)
General (10)
Genesys Knowledge Center CMS (15)
Genesys Knowledge Center Pulse Plugin (1)
Genesys Knowledge Center Server (33)
Configuration
How long is information stored in the historical database?
The default depth of the historical database is 14 days. This value can be changed by editing the TTL option in the reporting
Genesys Knowledge Center Server , History , Configuration
Why do I need to configure two communication ports for the Genesys Knowledge Center cluster?
Genesys Knowledge Center (GKC) Server carries out two different types of communication. The HTTP/default port enable
Genesys Knowledge Center Server , Configuration
How many nodes can be added to the cluster?
The minimal configuration is one node per cluster. Although there is no limit to the maximum number of nodes in a cluster,

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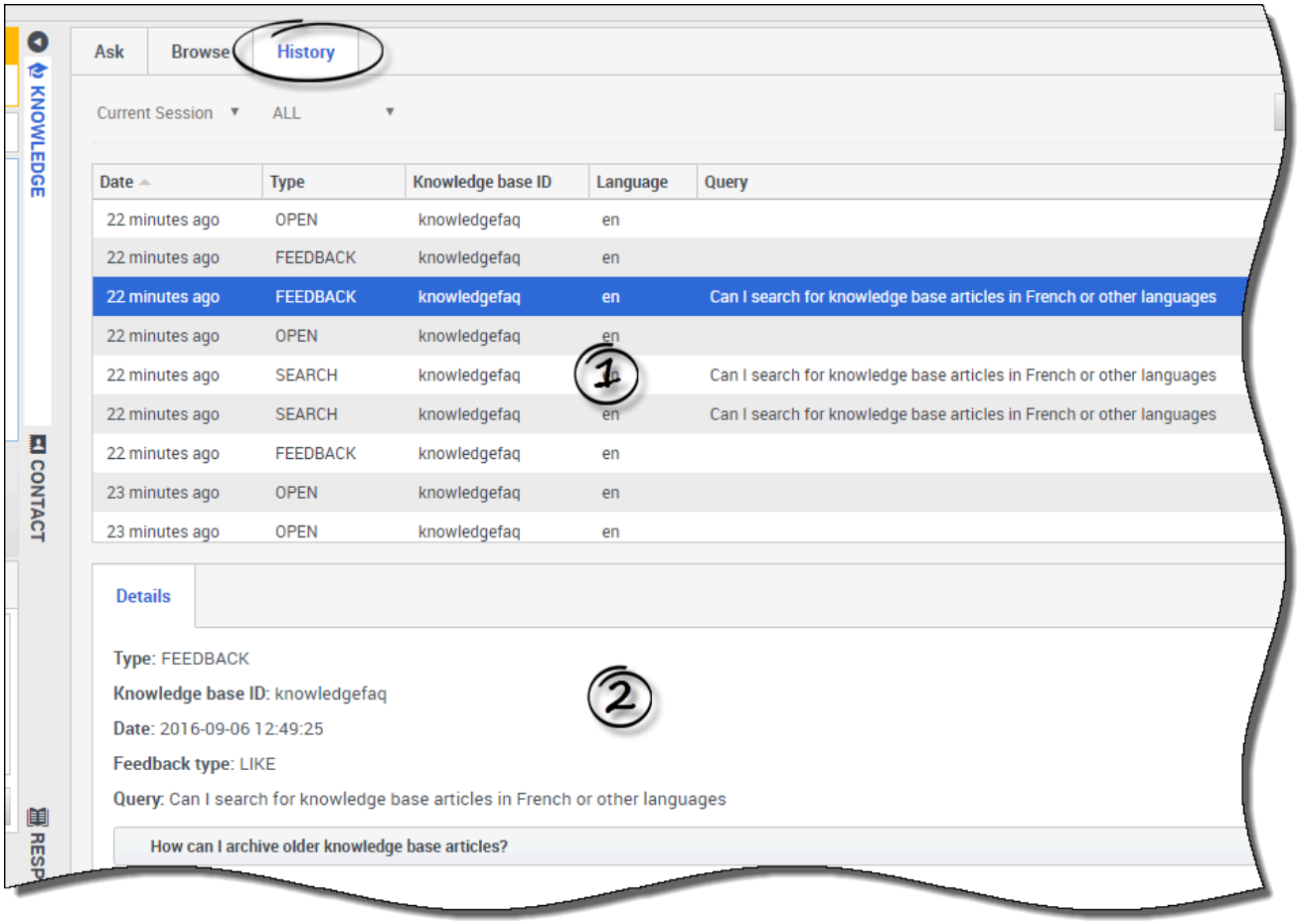
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22 minutes ago FEEDBACK knowledgefaq en
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22 minutes ago SEARCH knowledgefaq en Can I search for knowledge base articles in French or other languages
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23 minutes ago OPEN knowledgefaq en
23 minutes ago OPEN knowledgefaq en
1
Details
Type: FEEDBACK
Knowledge base ID: knowledgefaq
Date: 2016-09-06 12:49:25
Feedback type: LIKE
Query: Can I search for knowledge base articles in French or other languages
2
How can I archive older knowledge base articles?

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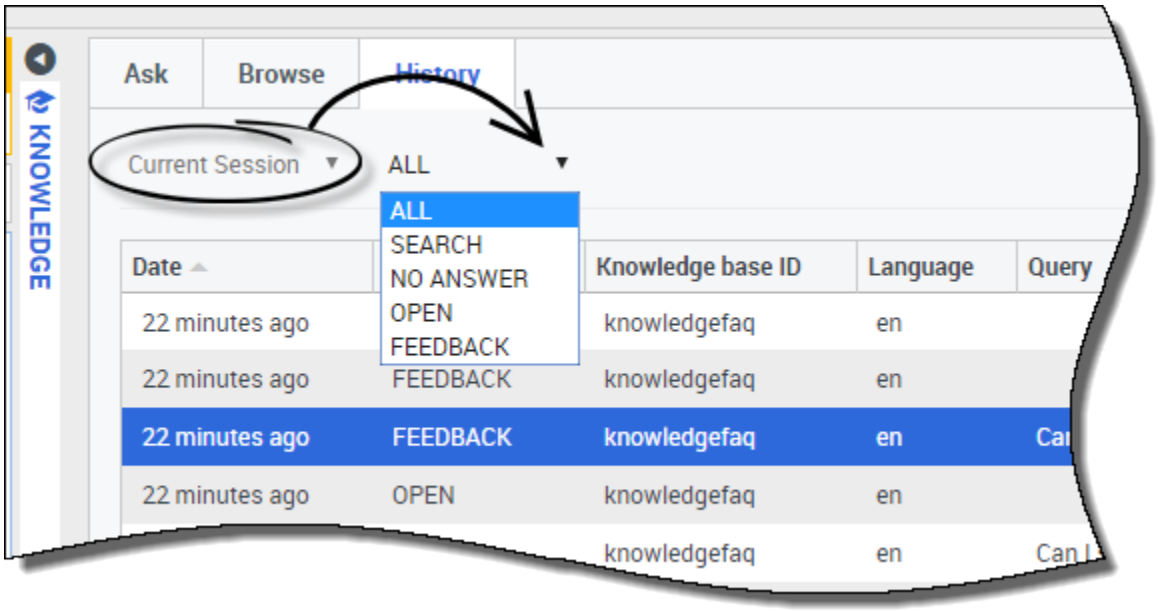
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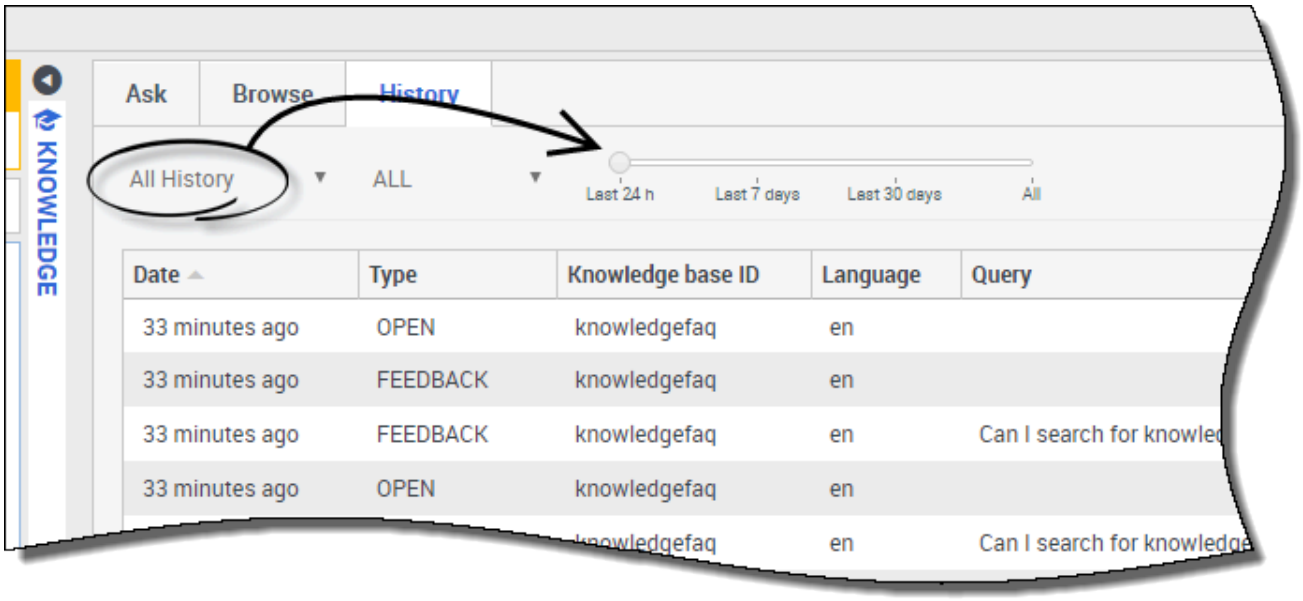
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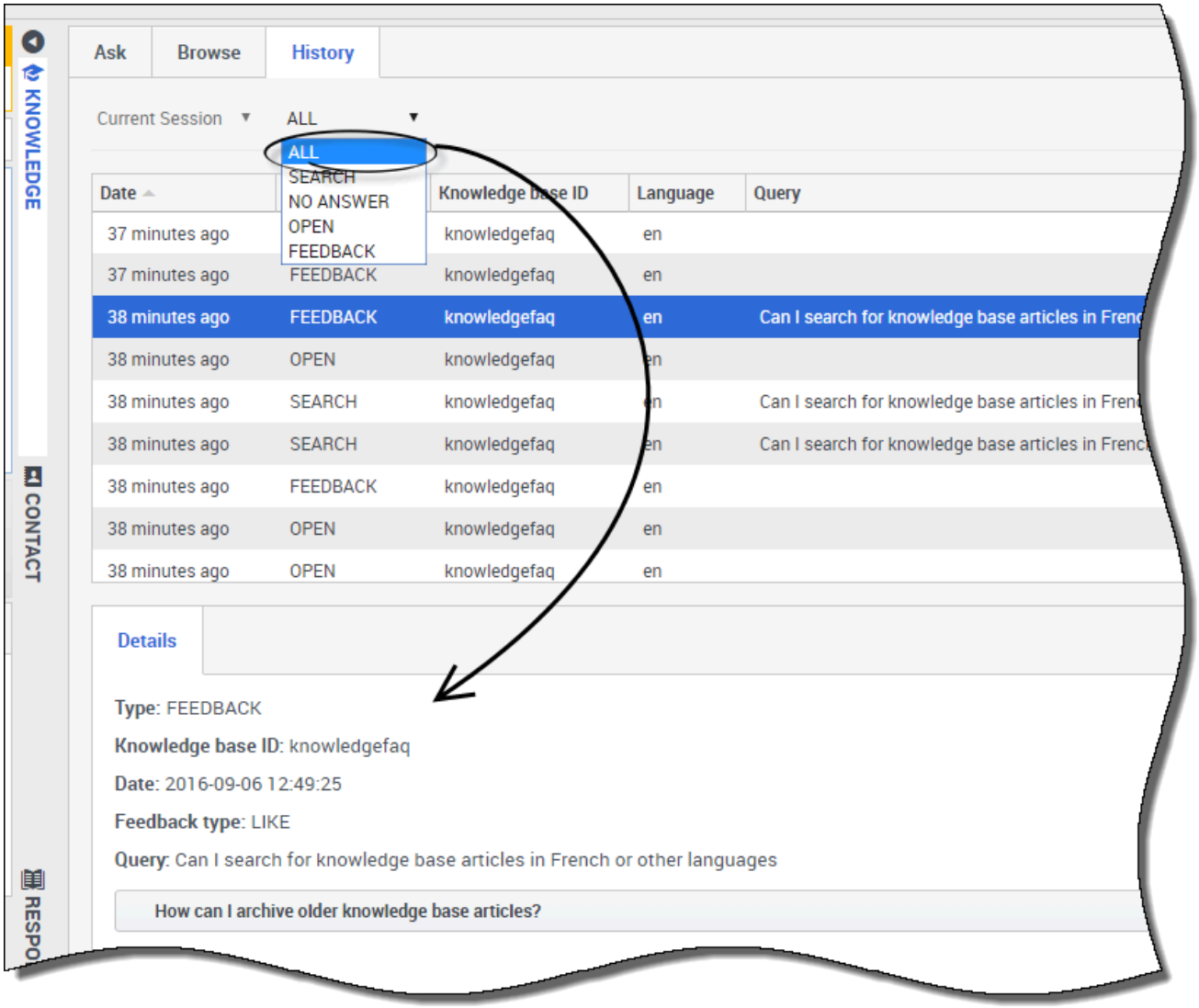
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38 minutes ago OPEN knowledgefaq en
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Knowledge base ID: knowledgefaq
Date: 2016-09-06 12:49:25
Feedback type: LIKE
Query: Can I search for knowledge base articles in French or other languages
How can I archive older knowledge base articles?

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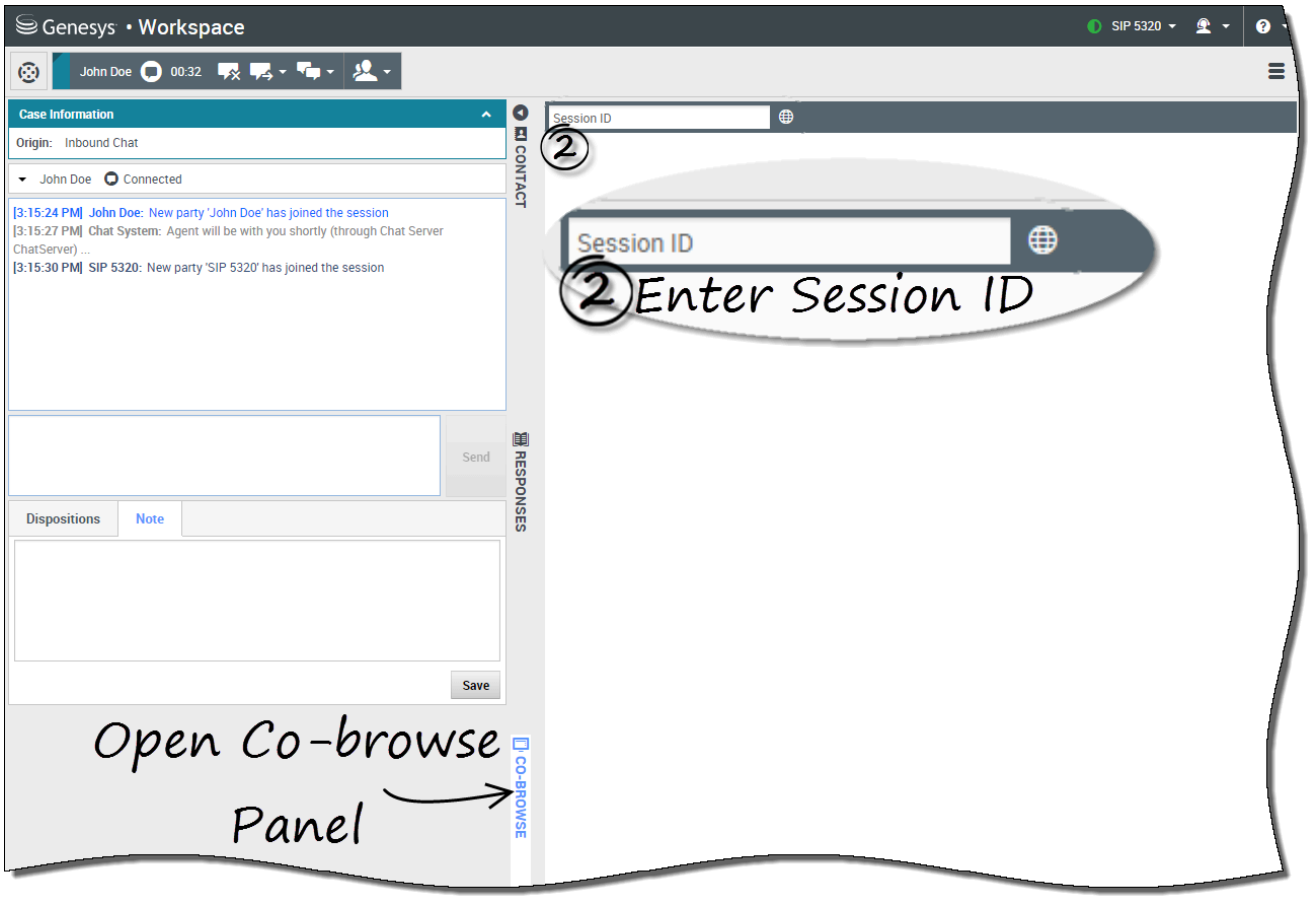
Genesys • Workspace
SIP 5320
John Doe
00:32
Case Information
Origin: Inbound Chat
John Doe
Connected
[3:15:24 PM] John Doe: New party 'John Doe' has joined the session
[3:15:27 PM] Chat System: Agent will be with you shortly (through Chat Server ChatServer) ...
[3:15:30 PM] SIP 5320: New party 'SIP 5320' has joined the session
Send
Dispositions
Note
Save
CONTACT
RESPONSES
CO-BROWSE
Session ID
2
Session ID
2 Enter Session ID
Open Co-browse Panel

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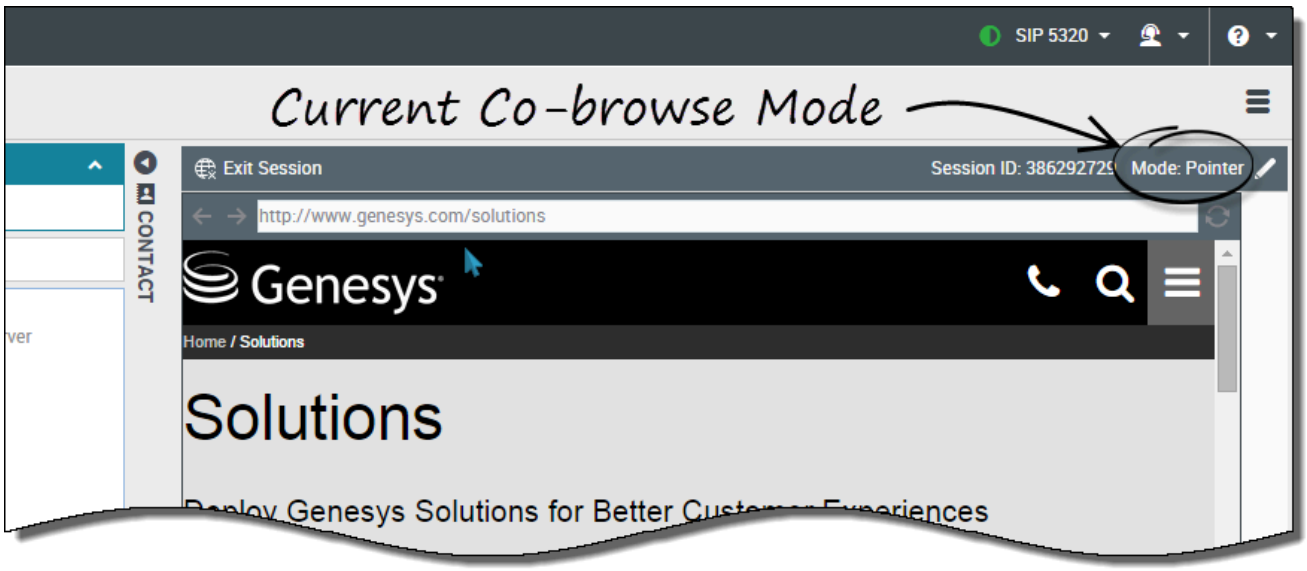
SIP 5320
Current Co-browse Mode
Exit Session
Session ID: 386292729
Mode: Pointer
http://www.genesys.com/solutions
CONTACT
Genesys
Home / Solutions
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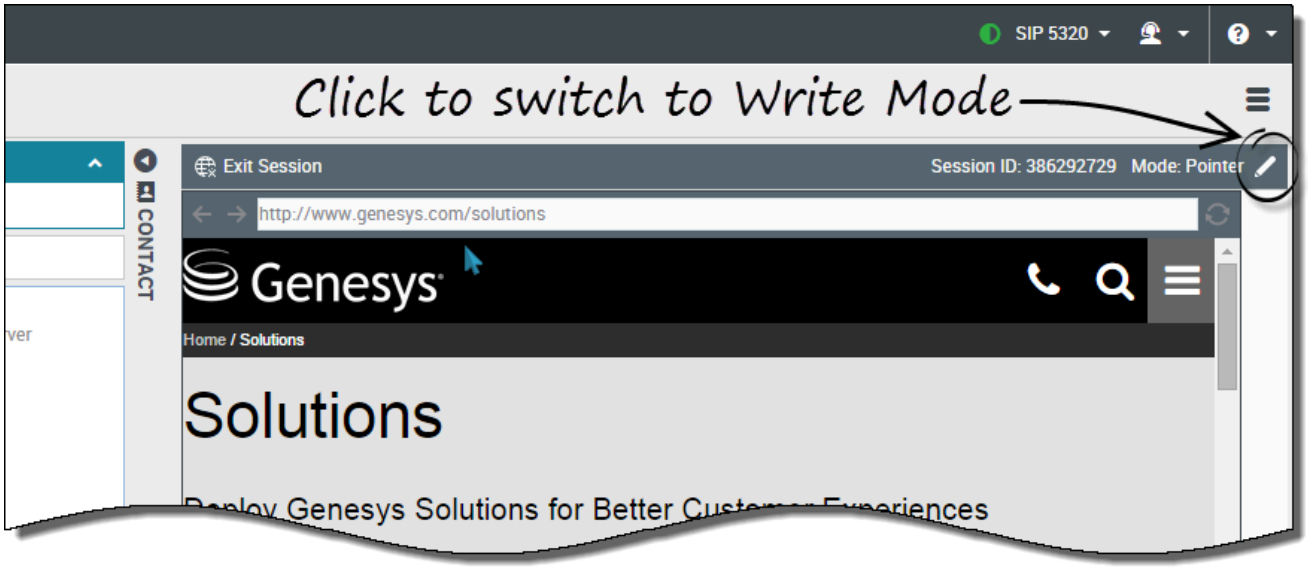
SIP 5320
Click to switch to Write Mode
Exit Session
Session ID: 386292729 Mode: Pointer
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CONTACT
Genesys
Home / Solutions
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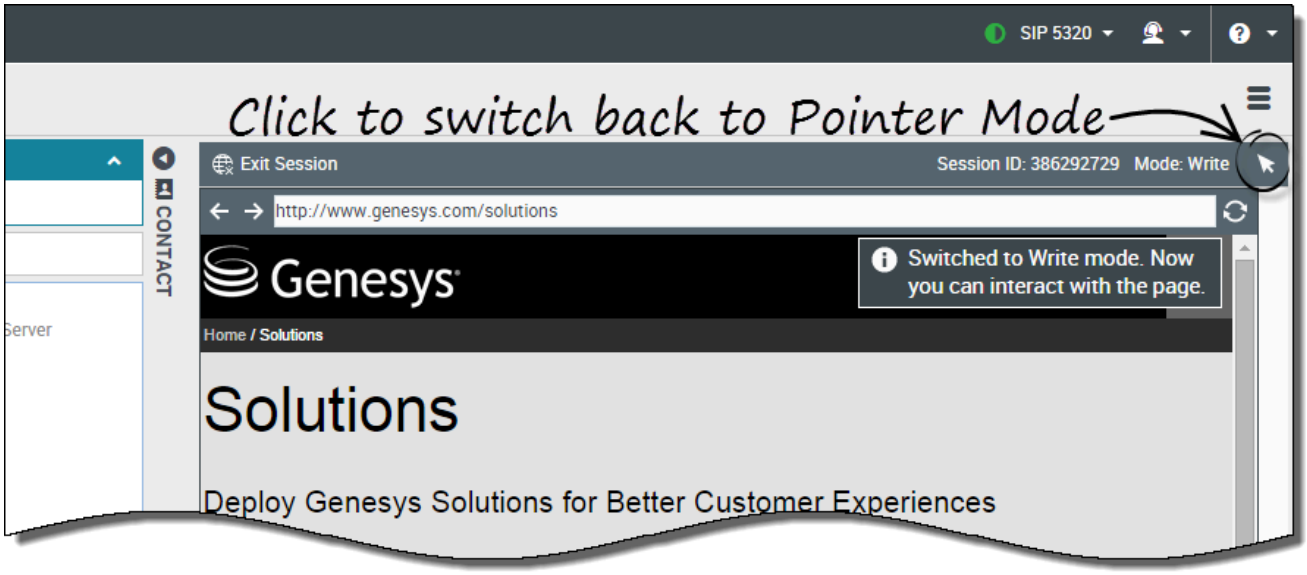
SIP 5320
Click to switch back to Pointer Mode
Exit Session
Session ID: 386292729 Mode: Write
CONTACT
http://www.genesys.com/solutions
Genesys
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Server
Home / Solutions
Solutions
Deploy Genesys Solutions for Better Customer Experiences

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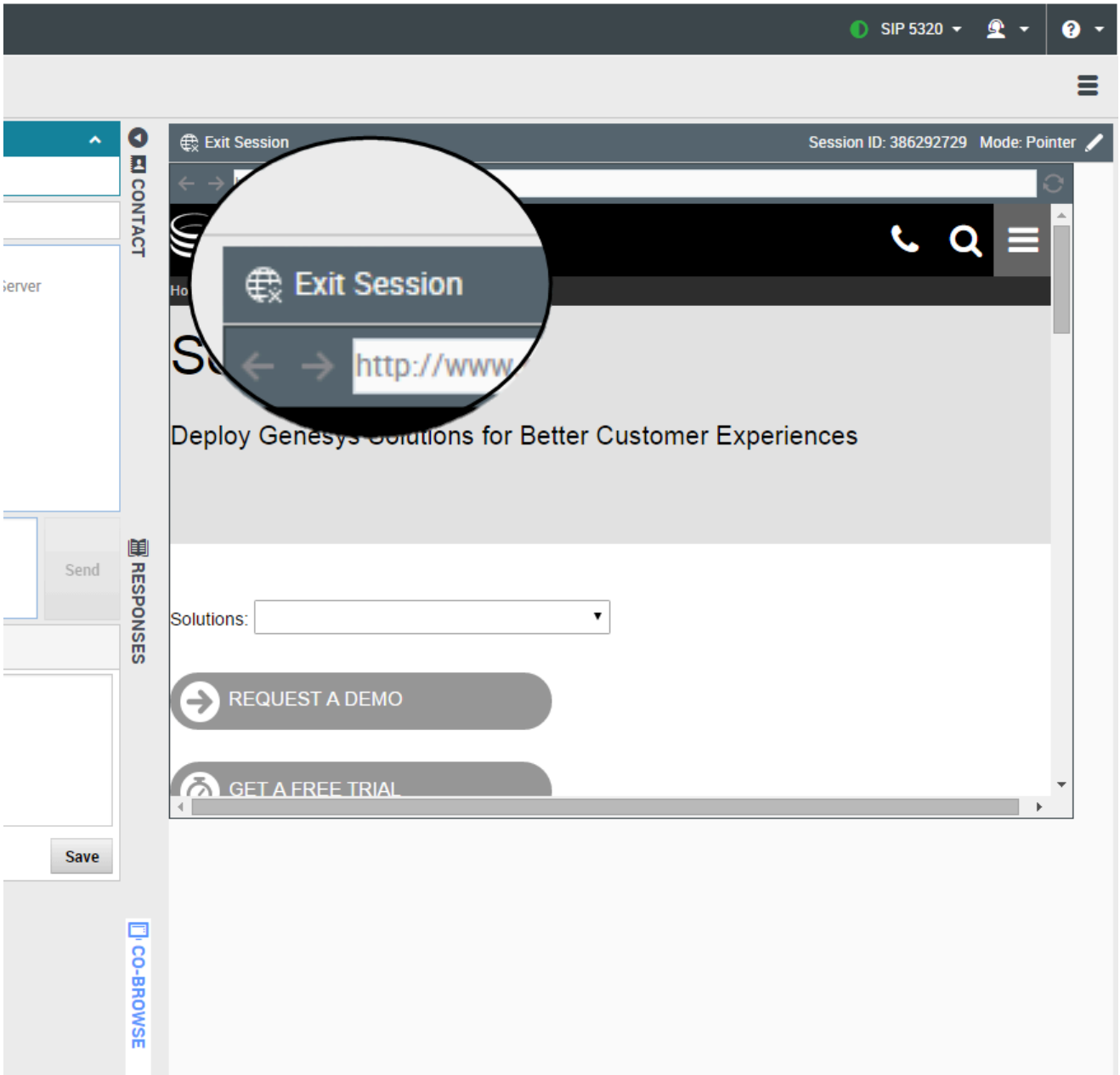
SIP 5320
Exit Session
Session ID: 386292729
Mode: Pointer
CONTACT
Exit Session
http://www
Deploy Genesys Solutions for Better Customer Experiences
Send
RESPONSES
Solutions:
REQUEST A DEMO
GET A FREE TRIAL
Save
CO-BROWSE

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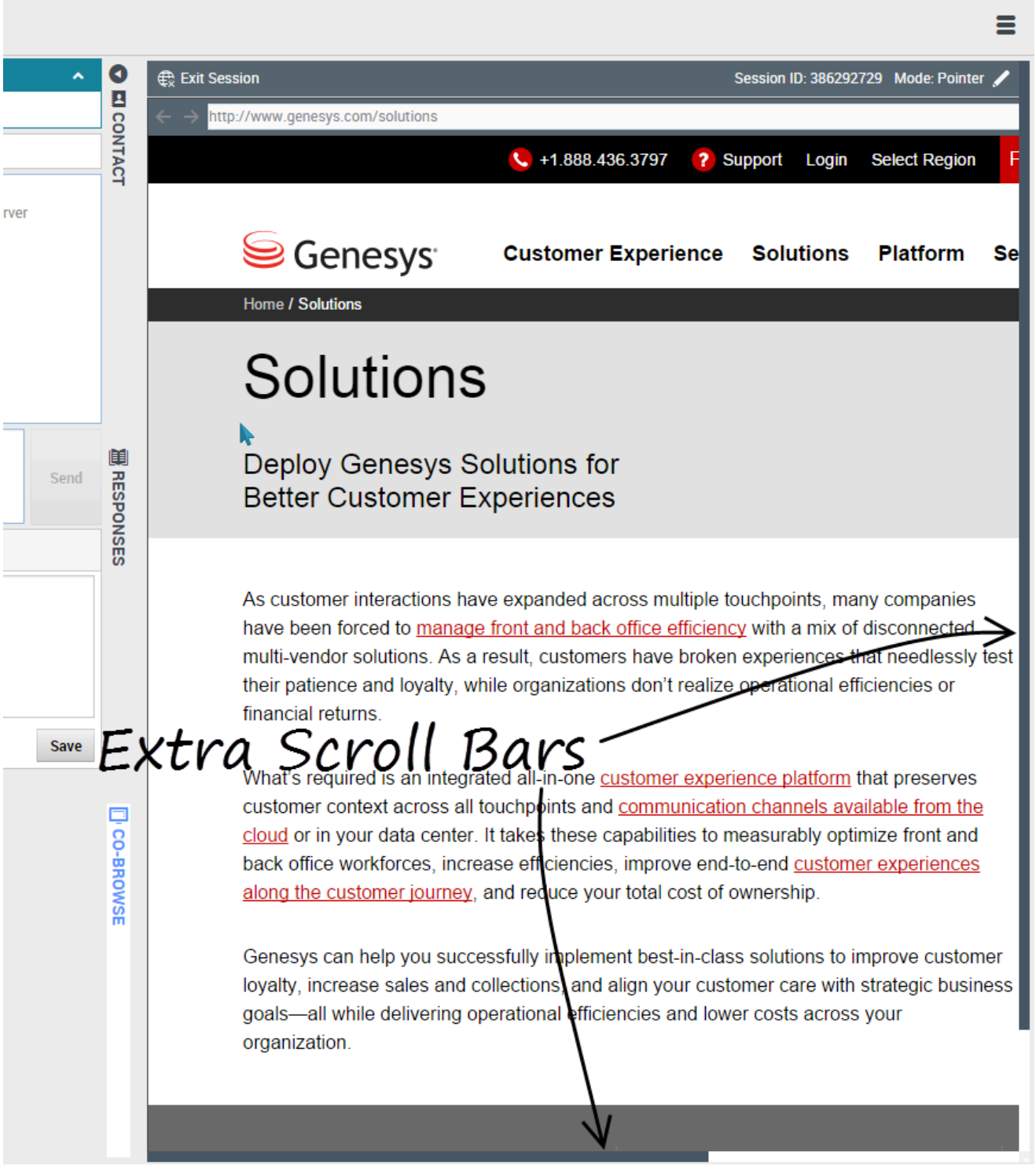
Exit Session
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http://www.genesys.com/solutions
+1.888.436.3797
Support
Login
Select Region
Genesys
Customer Experience
Solutions
Platform
Home / Solutions
Solutions
Deploy Genesys Solutions for Better Customer Experiences
As customer interactions have expanded across multiple touchpoints, many companies have been forced to manage front and back office efficiency with a mix of disconnected multi-vendor solutions. As a result, customers have broken experiences that needlessly test their patience and loyalty, while organizations don't realize operational efficiencies or financial returns.
Extra Scroll Bars
What's required is an integrated all-in-one customer experience platform that preserves customer context across all touchpoints and communication channels available from the cloud or in your data center. It takes these capabilities to measurably optimize front and back office workforces, increase efficiencies, improve end-to-end customer experiences along the customer journey, and reduce your total cost of ownership.
Genesys can help you successfully implement best-in-class solutions to improve customer loyalty, increase sales and collections, and align your customer care with strategic business goals—all while delivering operational efficiencies and lower costs across your organization.
CONTACT
RESPONSES
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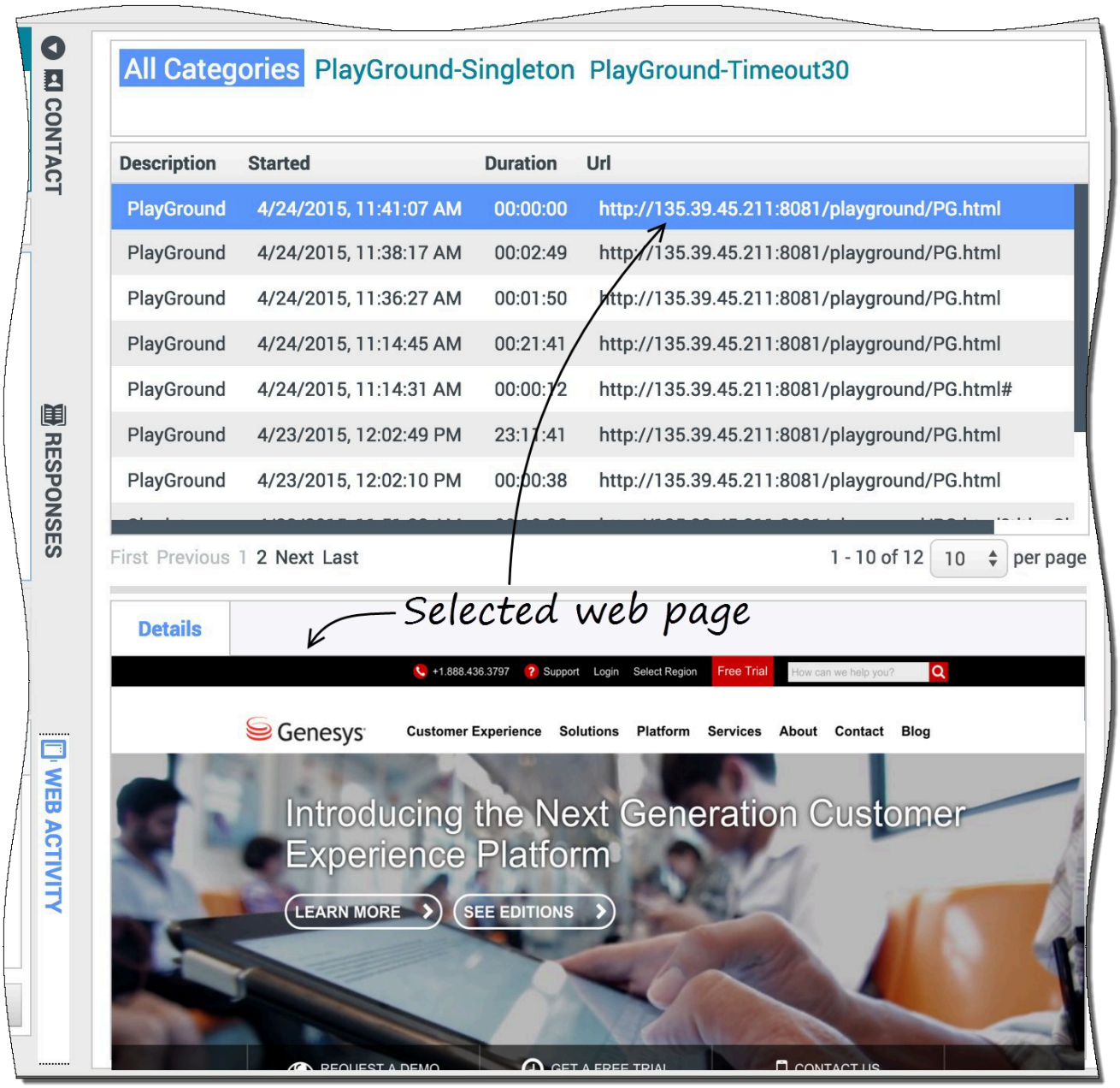

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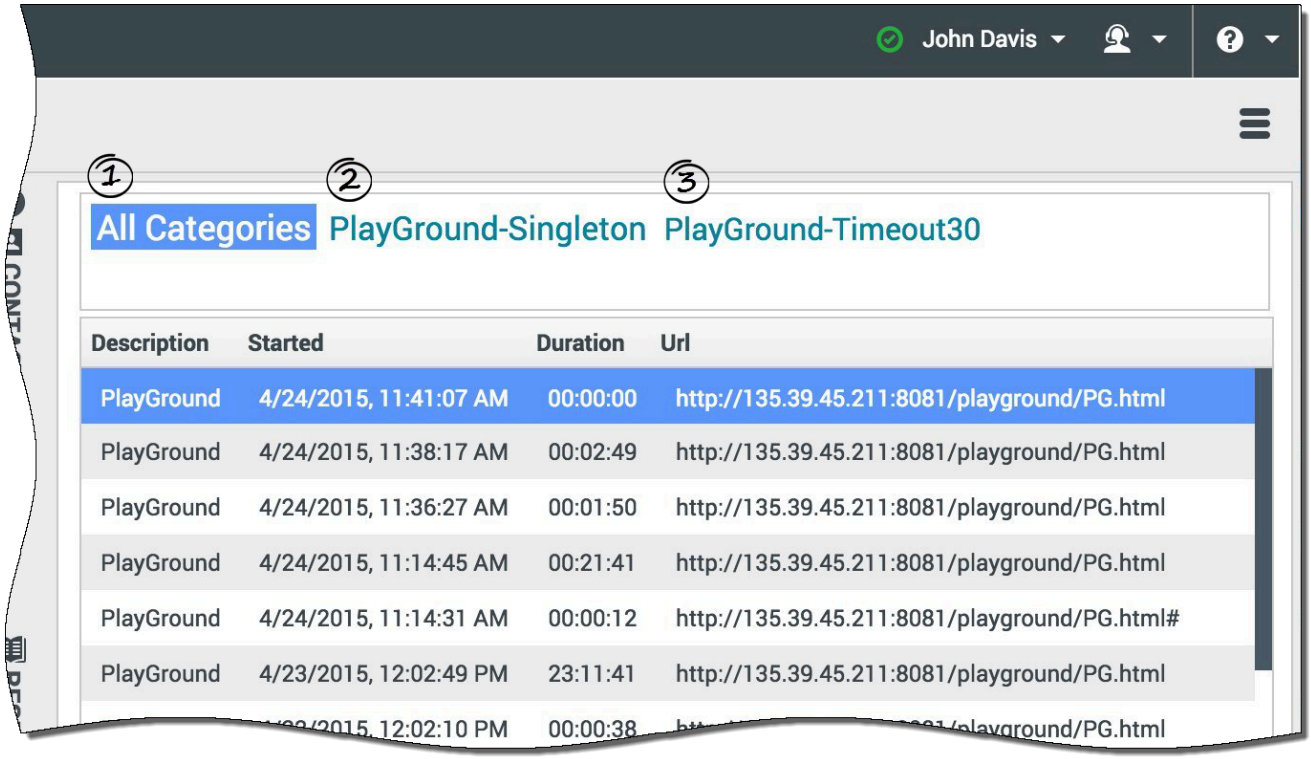

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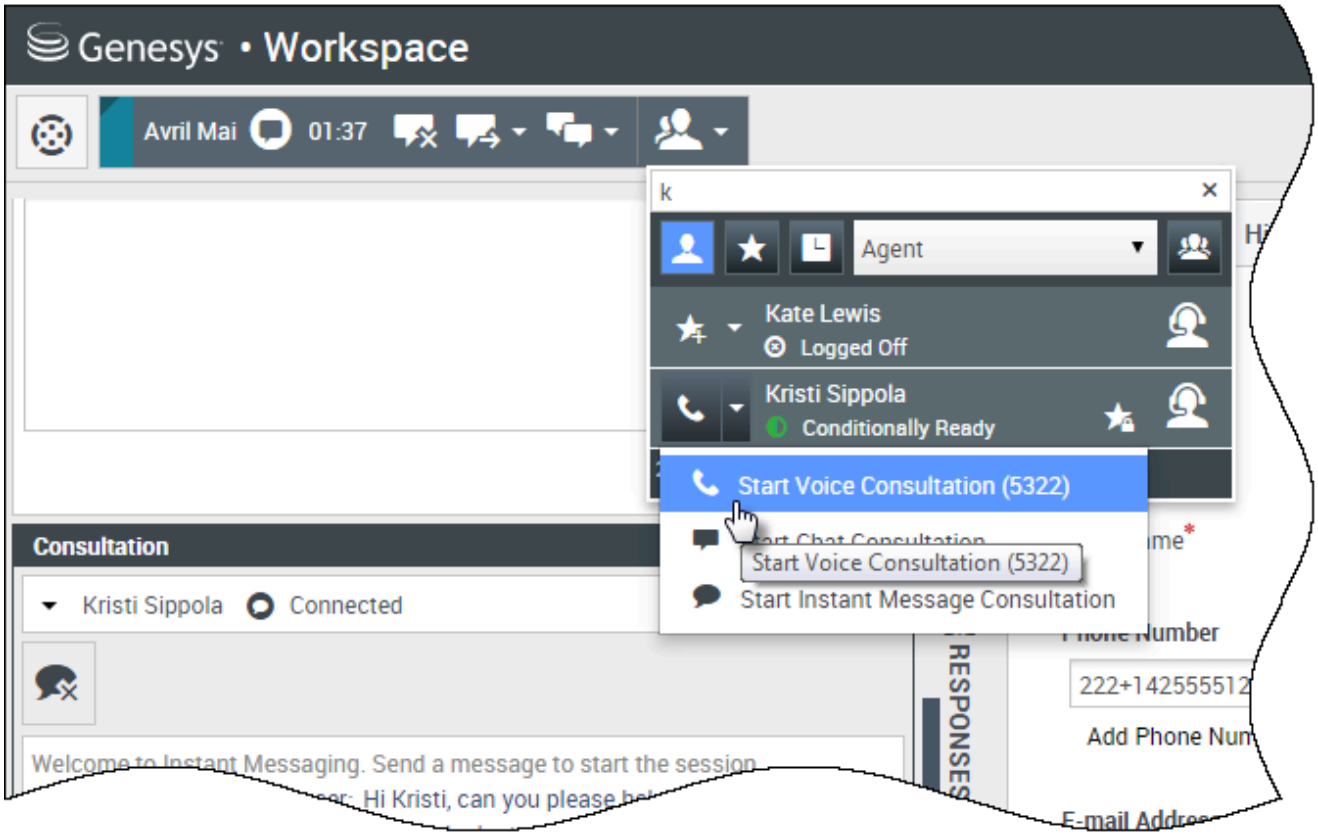
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Avril Mai
01:37
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Agent
Kate Lewis
Logged Off
Kristi Sippola
Conditionally Ready
Start Voice Consultation (5322)
Start Voice Consultation (5322)
Start Instant Message Consultation
Consultation
Kristi Sippola
Connected
Welcome to Instant Messaging. Send a message to start the session
Hi Kristi, can you please
RESPONSES
222+142555512
Add Phone Num
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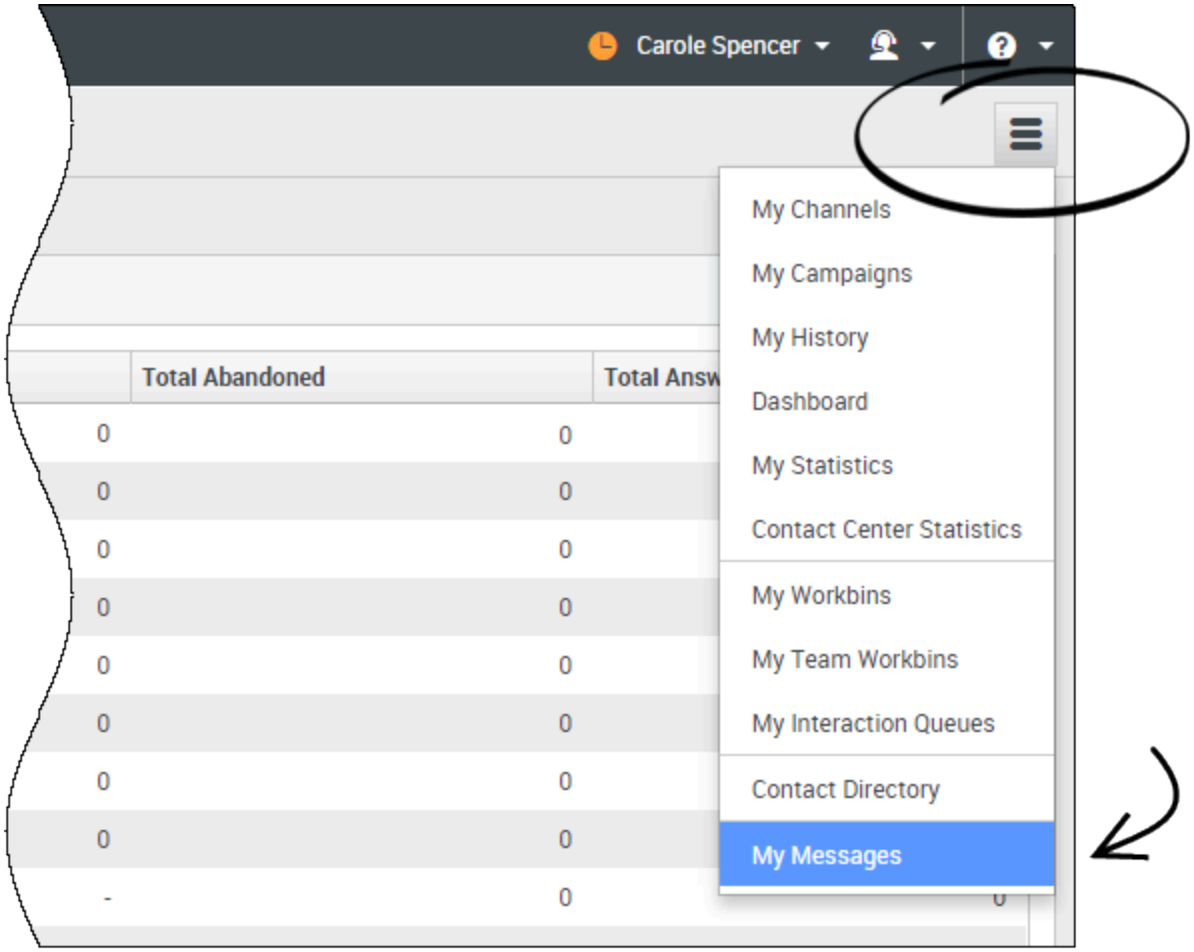

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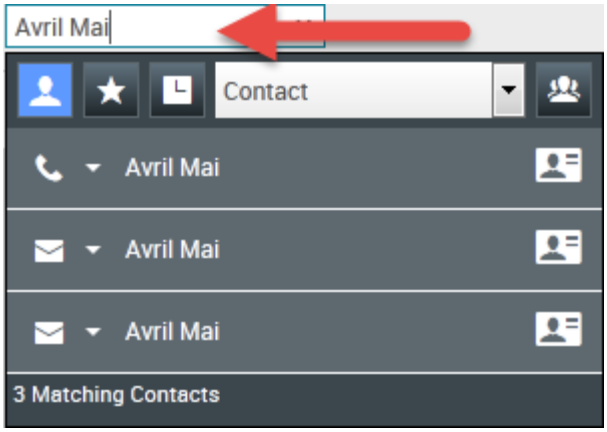
Avril Mai
Contact
Avril Mai
Avril Mai
Avril Mai
3 Matching Contacts

◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇

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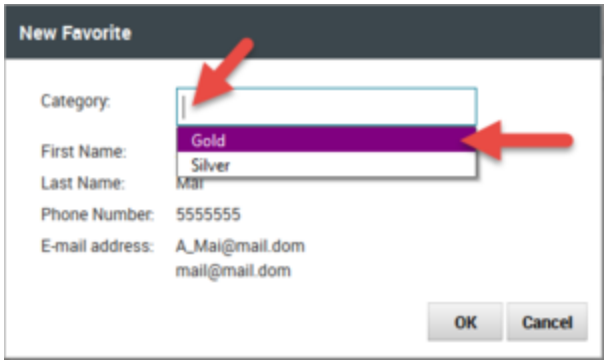
New Favorite
Category:
Gold
Silver
First Name:
Last Name:
Mai
Phone Number:
5555555
E-mail address:
A_Mai@mail.dom
mail@mail.dom
OK
Cancel

(◇◇◇◇◇) ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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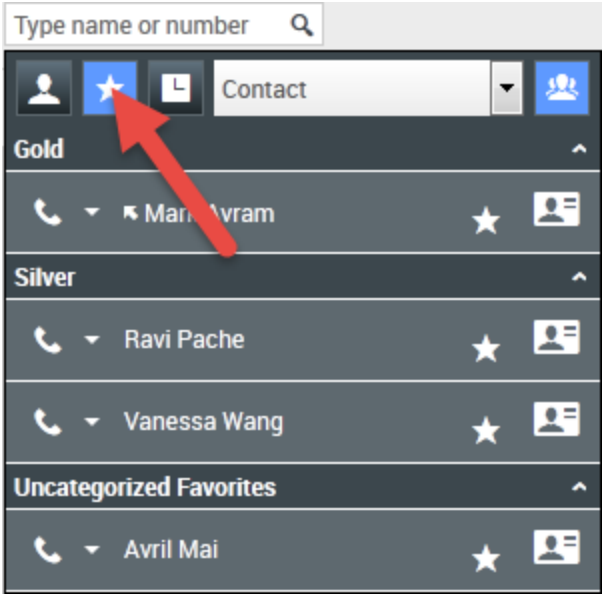
Type name or number
Contact
Gold
Silver
Ravi Pache
Vanessa Wang
Uncategorized Favorites
Avril Mai

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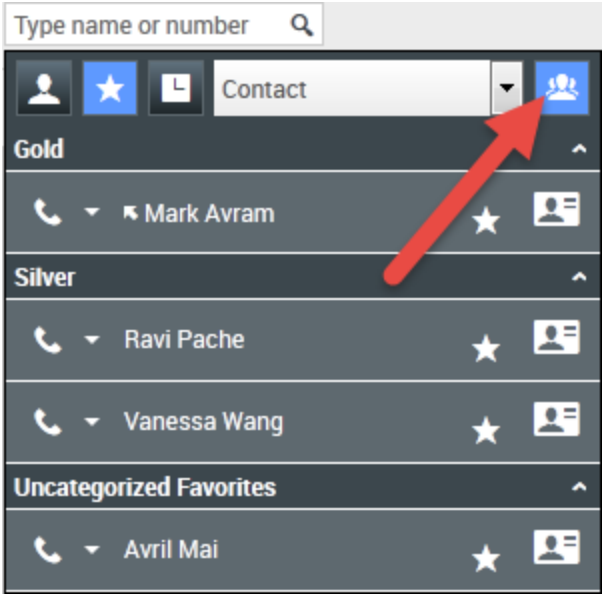
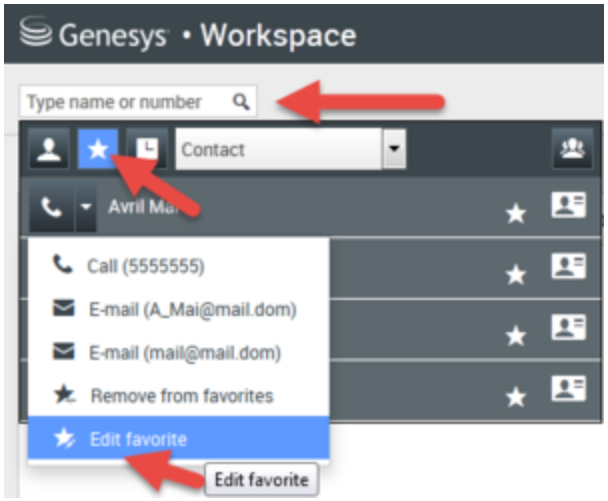
[◇◇◇] ◇◇◇◇◇ ◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Type name or number
Contact
Gold
Mark Avram
Silver
Ravi Pache
Vanessa Wang
Uncategorized Favorites
Avril Mai

◇◇◇◇◇ ◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Genesys • Workspace
Type name or number
Contact
Avril Ma
Call (5555555)
E-mail (A_Mai@mail.dom)
E-mail (mail@mail.dom)
Remove from favorites
Edit favorite
Edit favorite

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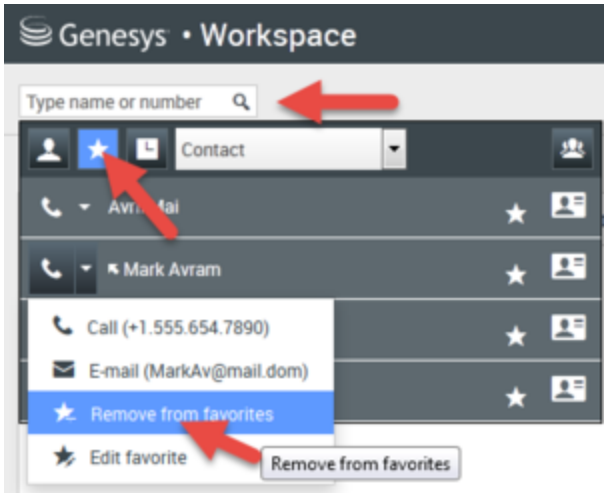
[◯◯◯◯◯◯◯◯] ◯◯◯◯◯ ◯◯◯◯◯◯◯◯◯◯◯◯◯[◯◯◯◯] ◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯


Genesys • Workspace
Type name or number
Contact
Mark Avram
Call (+1.555.654.7890)
E-mail (MarkAv@mail.dom)
Remove from favorites
Edit favorite
Remove from favorites

◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇ ◇◇ ◇◇◇◇◇◇ ◇◇◇◇◇

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Link to video

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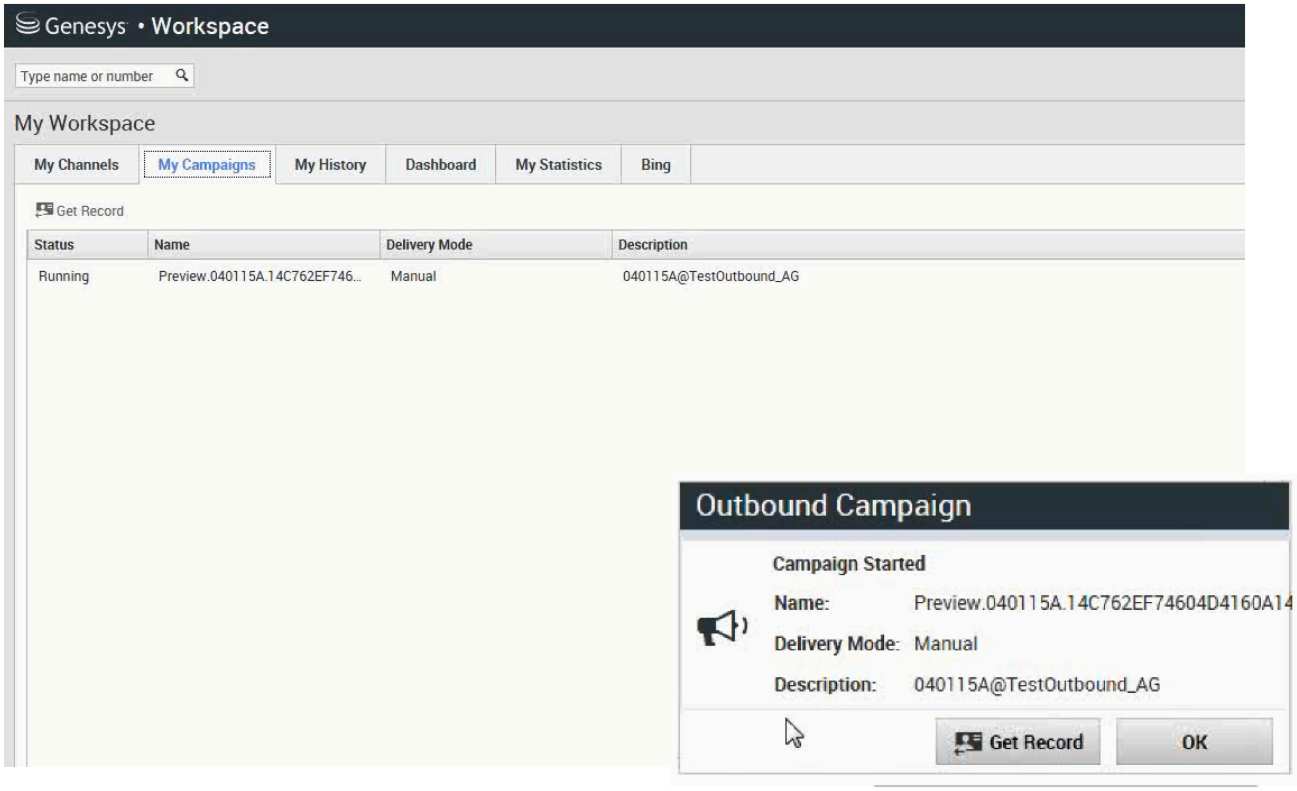

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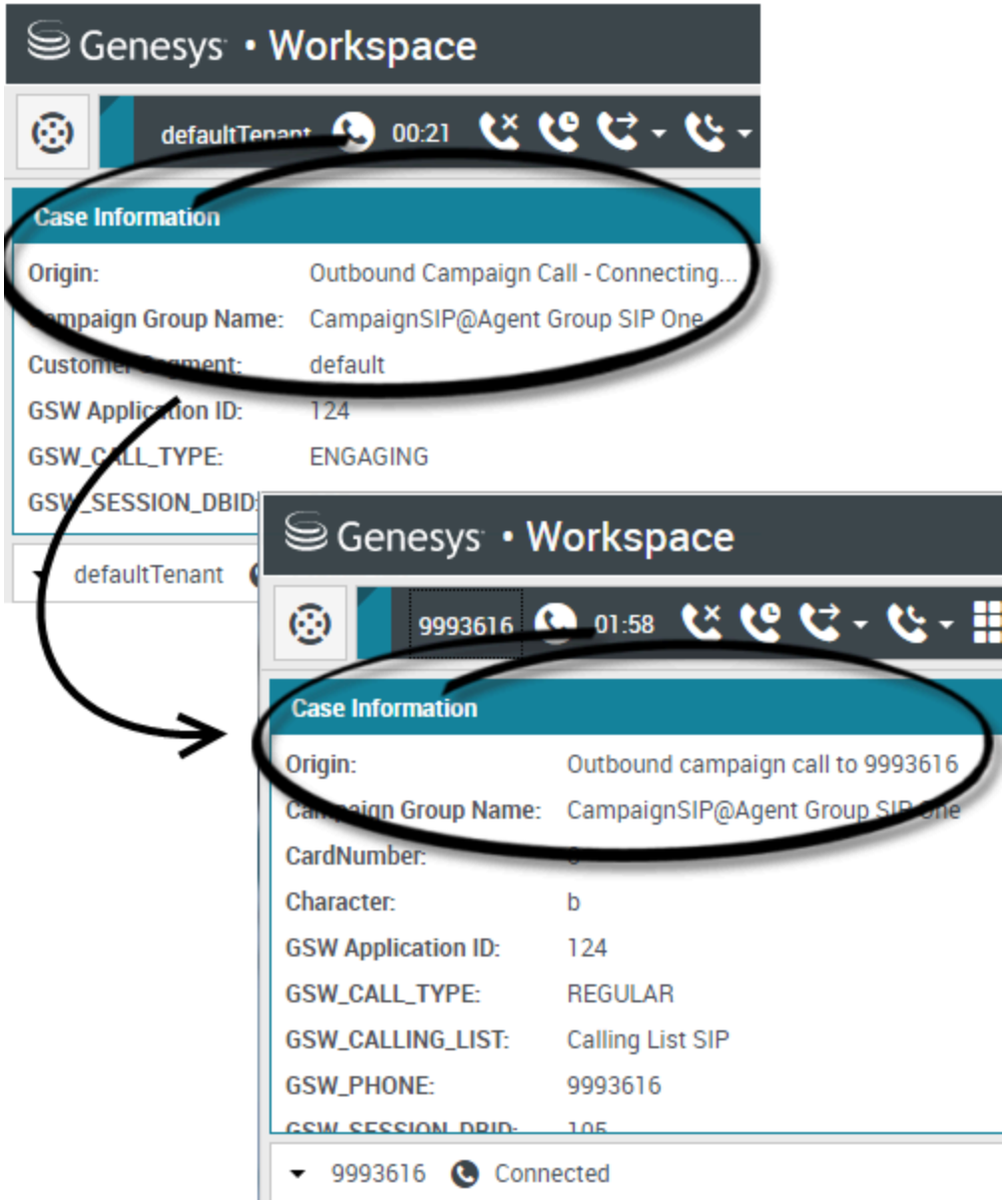
Genesys • Workspace
defaultTenant
00:21
Case Information
Origin:
Outbound Campaign Call - Connecting...
Campaign Group Name:
CampaignSIP@Agent Group SIP One
Customer Segment:
default
GSW Application ID:
124
GSW_CALL_TYPE:
ENGAGING
GSW_SESSION_DBID:
defaultTenant
Genesys • Workspace
9993616
01:58
Case Information
Origin:
Outbound campaign call to 9993616
Campaign Group Name:
CampaignSIP@Agent Group SIP One
CardNumber:
Character:
b
GSW Application ID:
124
GSW_CALL_TYPE:
REGULAR
GSW_CALLING_LIST:
Calling List SIP
GSW_PHONE:
9993616
9993616
Connected

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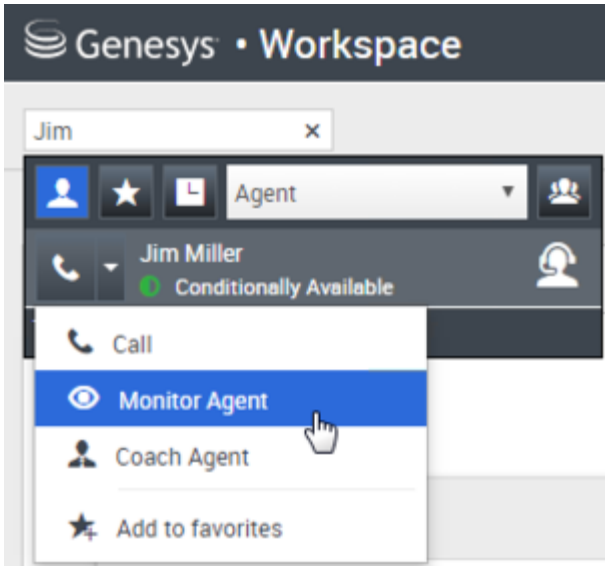
Genesys • Workspace
Jim
Agent
Jim Miller
Conditionally Available
Call
Monitor Agent
Coach Agent
Add to favorites

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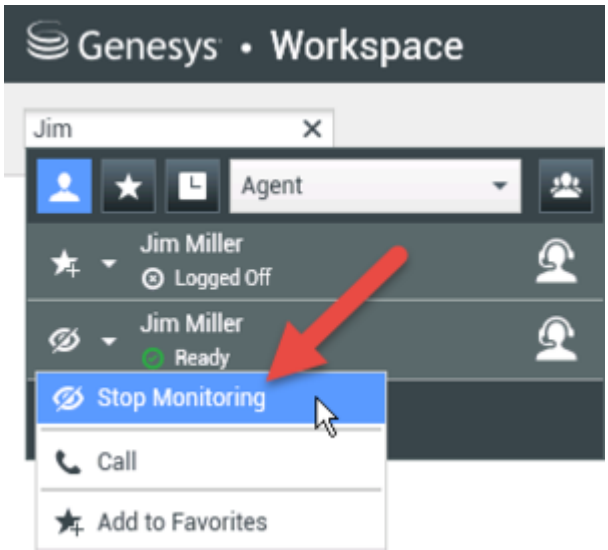
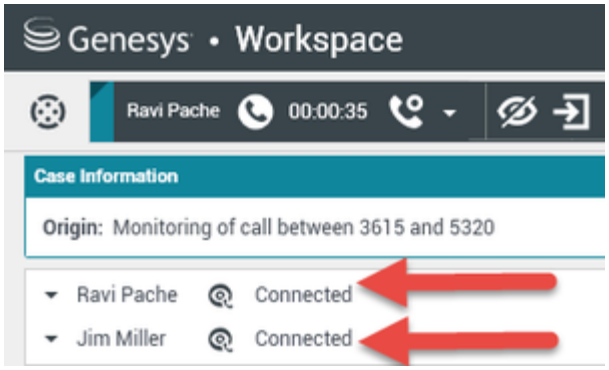

Genesys • Workspace
Jim
Agent
Jim Miller
Logged Off
Jim Miller
Ready
Stop Monitoring
Call
Add to Favorites

3. ◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Genesys • Workspace
Ravi Pache
00:00:35
Case Information
Origin: Monitoring of call between 3615 and 5320
Ravi Pache
Connected
Jim Miller
Connected

4. ◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇[◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇] ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇
   - ◇◇◇◇◇◇◇◇◇◇—◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇**[◇◇◇ ◇◇◇◇◇]** ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇ ◇◇◇◇◇◇ **[◇◇◇◇◇◇◇◇◇]** ( ) ◇◇◇◇◇◇◇◇◇◇
   - ◇◇◇◇—◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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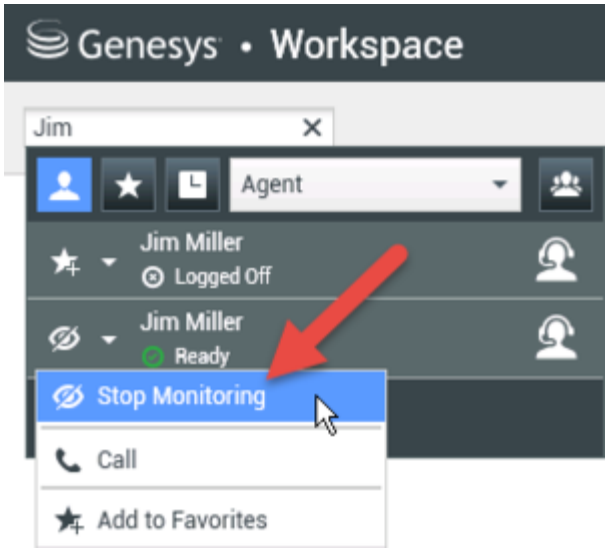
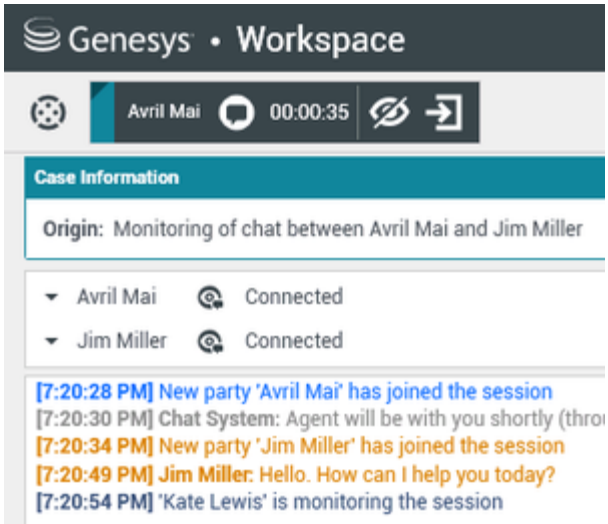
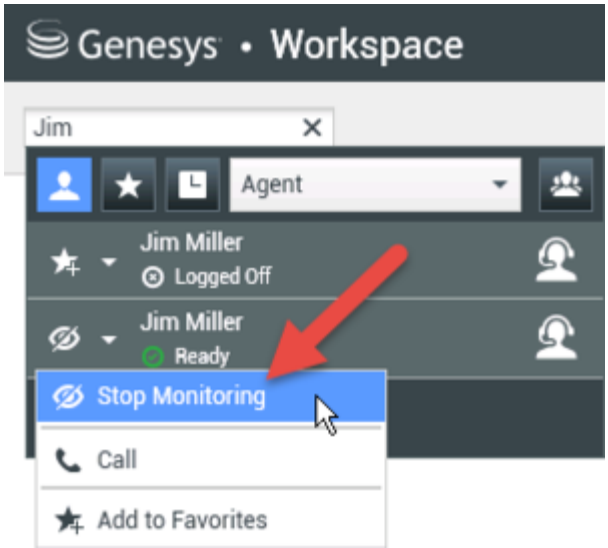

Genesys • Workspace
Jim
Agent
Jim Miller
Logged Off
Jim Miller
Ready
Stop Monitoring
Call
Add to Favorites

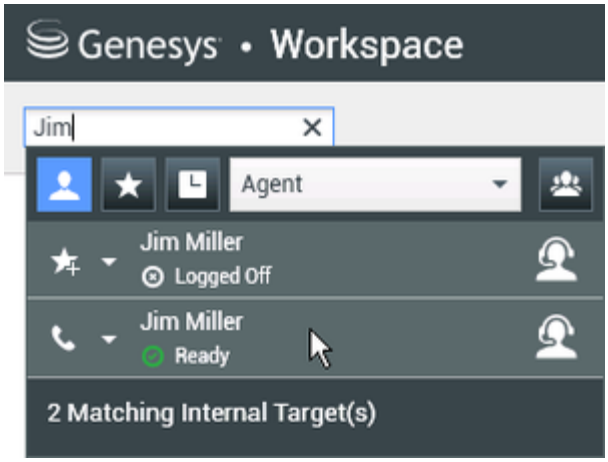
3. ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Genesys • Workspace
Avril Mai
00:00:35
Case Information
Origin: Monitoring of chat between Avril Mai and Jim Miller
Avril Mai
Connected
Jim Miller
Connected
[7:20:28 PM] New party 'Avril Mai' has joined the session
[7:20:30 PM] Chat System: Agent will be with you shortly (throu
[7:20:34 PM] New party 'Jim Miller' has joined the session
[7:20:49 PM] Jim Miller: Hello. How can I help you today?
[7:20:54 PM] 'Kate Lewis' is monitoring the session

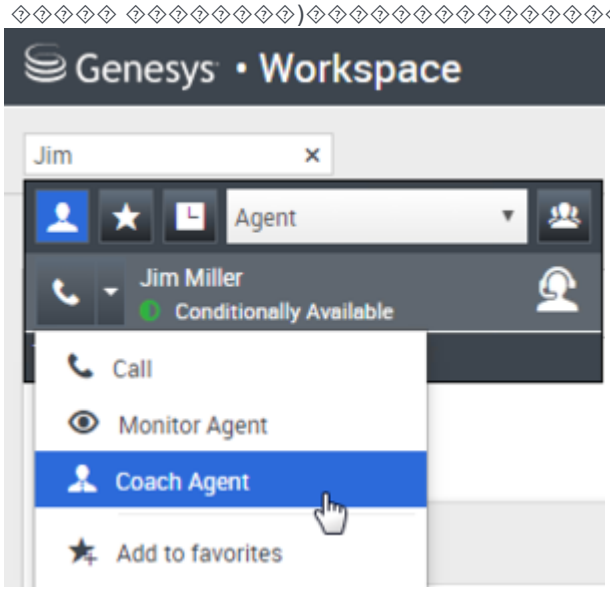
4. ◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇[◇◇◇◇ ◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇] ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Genesys • Workspace
Jim
Agent
Jim Miller
Logged Off
Jim Miller
Ready
Stop Monitoring
Call
Add to Favorites

◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Genesys • Workspace
Jim
Agent
Jim Miller
Logged Off
Jim Miller
Ready
2 Matching Internal Target(s)

2. ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ **[◇◇◇◇◇ ◇◇◇◇]** ◇◇◇◇**[◇◇◇◇◇◇◇◇◇◇◇◇◇◇]** ◇◇◇◇◇◇◇ (◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇)◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ **[◇◇◇]** ◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Genesys • Workspace
Jim
Agent
Jim Miller
Conditionally Available
Call
Monitor Agent
Coach Agent
Add to favorites

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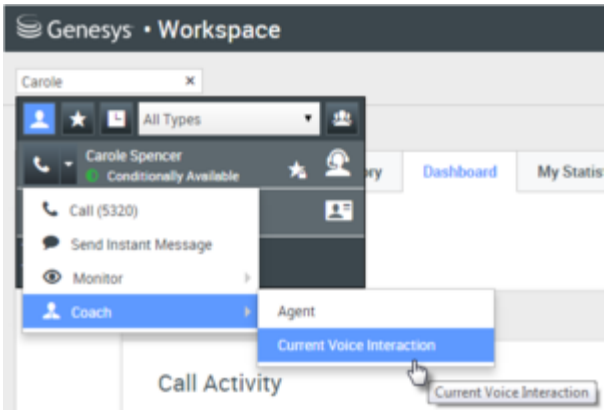
Genesys • Workspace
Carole
All Types
Carole Spencer
Conditionally Available
Dashboard
My Statis
Call (5320)
Send Instant Message
Monitor
Coach
Agent
Current Voice Interaction
Call Activity
Current Voice Interaction

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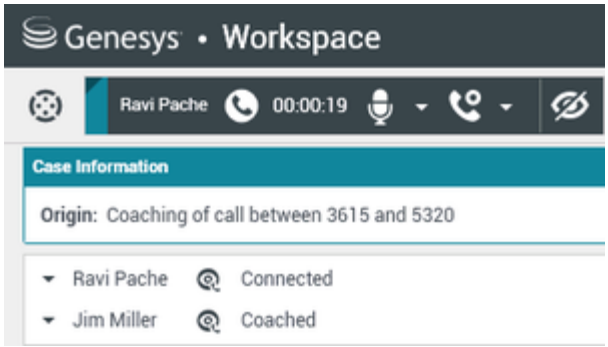
Genesys • Workspace
Ravi Pache
00:00:19
Case Information
Origin: Coaching of call between 3615 and 5320
Ravi Pache
Connected
Jim Miller
Coached

4. ◯◯◯◯◯ ◯◯◯◯◯◯◯◯◯[◯◯◯◯◯◯◯◯◯◯ ◯◯◯◯◯] ◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯
   - ◯◯◯◯◯◯◯◯◯—◯◯◯◯◯ ◯◯◯◯◯◯◯◯◯◯◯◯◯**[◯◯◯ ◯◯◯◯◯]** ◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯ ◯◯◯◯ ◯◯◯◯◯ **[◯◯◯◯◯◯◯◯◯◯]** ( ) ◯◯◯◯◯◯◯◯◯◯

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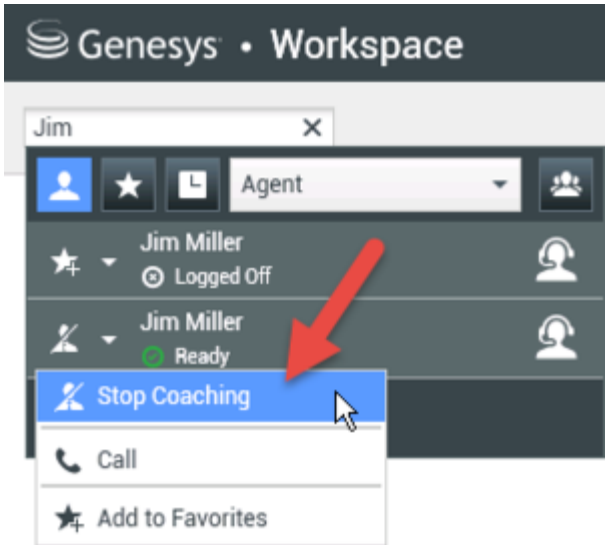
   ◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯◯

1. ◇◇◇ ◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇


Genesys • Workspace
Jim
Agent
Jim Miller
Logged Off
Jim Miller
Ready
Stop Coaching
Call
Add to Favorites

3. ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇ ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

◇◇◇◇◇◇◇ **[◇◇◇◇]** ( ) ◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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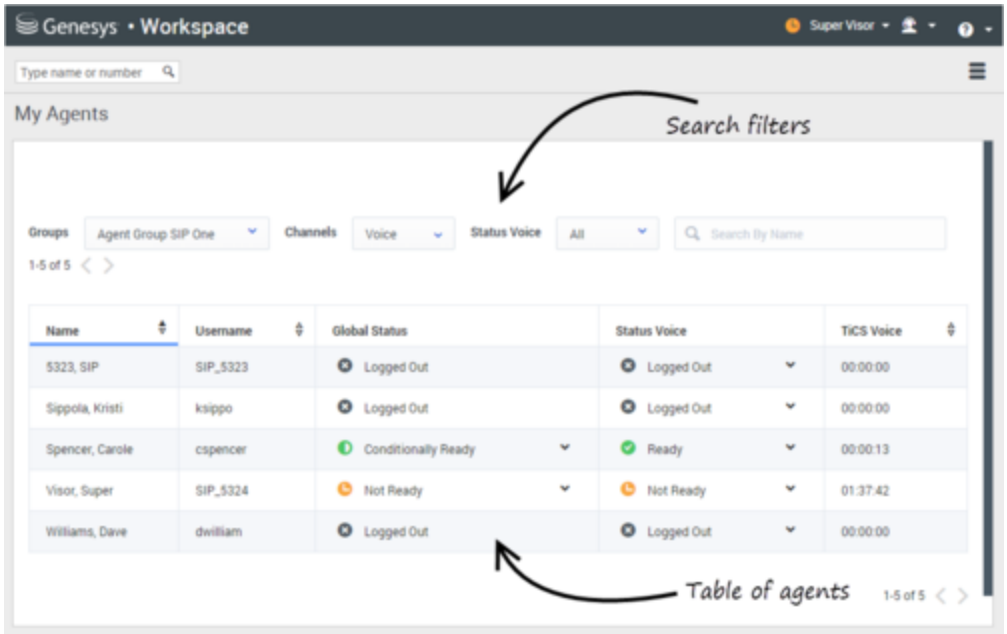
Workspace □□□□□□□□□□□□□□ □□□□□□□□□□□□□□□


Genesys • Workspace
Super Visor
Type name or number
My Agents
Search filters
Groups
Agent Group SIP One
Channels
Voice
Status Voice
All
Search By Name
1-5 of 5
Name
Username
Global Status
Status Voice
TiCS Voice
5323, SIP
SIP_5323
Logged Out
Logged Out
00:00:00
Sippola, Kristi
ksippo
Logged Out
Logged Out
00:00:00
Spencer, Carole
cspencer
Conditionally Ready
Ready
00:00:13
Visor, Super
SIP_5324
Not Ready
Not Ready
01:37:42
Williams, Dave
dwilliam
Logged Out
Logged Out
00:00:00
Table of agents
1-5 of 5

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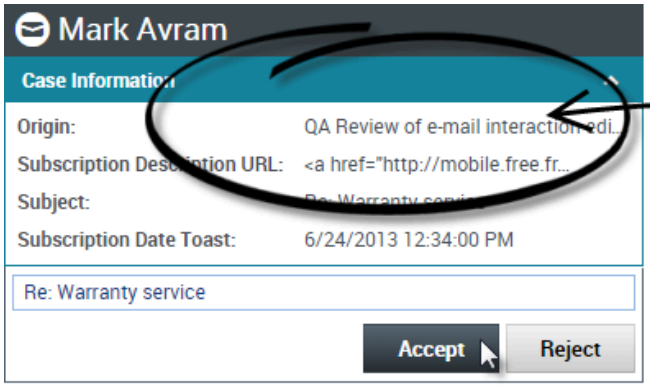
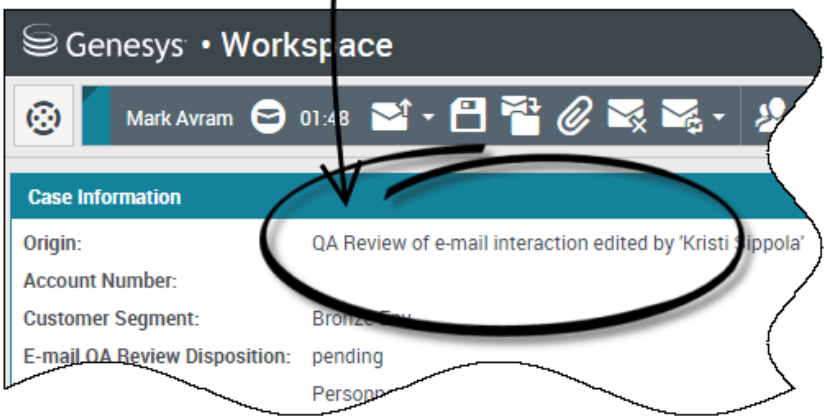
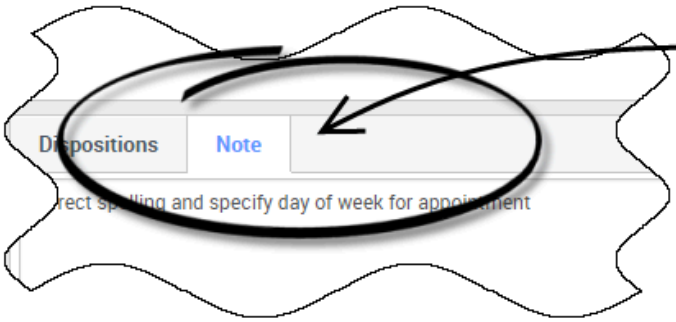


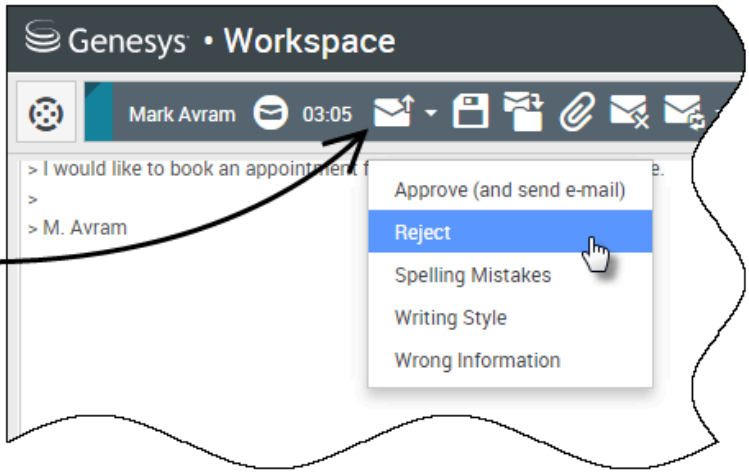
The Case Information informs you that the email is for review





Use a Disposition, the Note tab, or the Send icon to provide feedback about rejected emails

Send a rejected email back to an agent to be corrected



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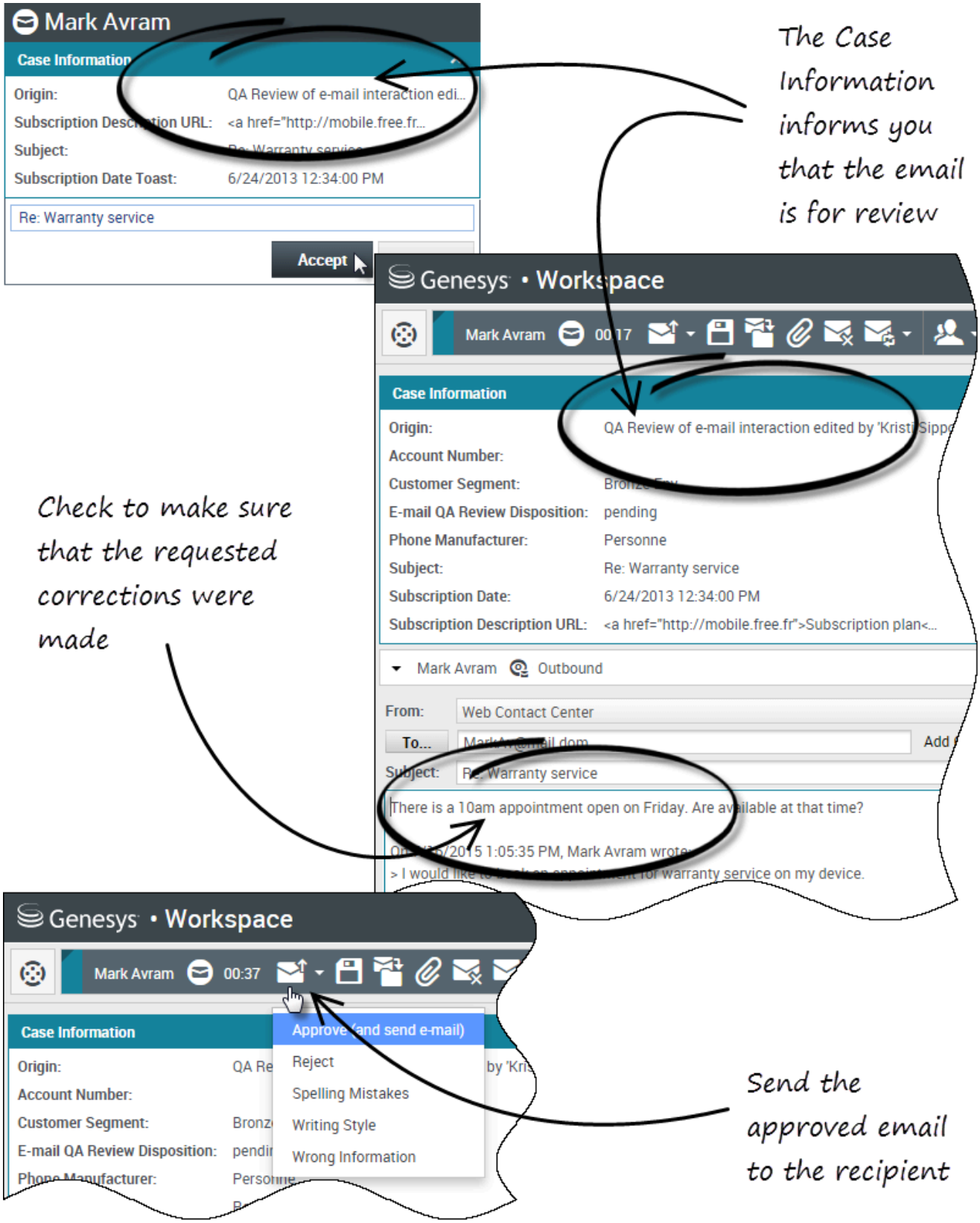
Mark Avram
Case Information
Origin:
QA Review of e-mail interaction edi...
Subscription Description URL:
<a href="http://mobile.free.fr...
Subject:
Subscription Date Toast:
6/24/2013 12:34:00 PM
Re: Warranty service
Accept
The Case Information informs you that the email is for review
Genesys • Workspace
Mark Avram
00:17
Case Information
Origin:
QA Review of e-mail interaction edited by 'Kristi Sipp
Account Number:
Customer Segment:
E-mail QA Review Disposition:
pending
Phone Manufacturer:
Personne
Subject:
Re: Warranty service
Subscription Date:
6/24/2013 12:34:00 PM
Subscription Description URL:
<a href="http://mobile.free.fr">Subscription plan<...
Mark Avram
Outbound
From:
Web Contact Center
To...
Subject:
Re: Warranty service
There is a 10am appointment open on Friday. Are available at that time?
> I would like to
for warranty service on my device.
Check to make sure that the requested corrections were made
Genesys • Workspace
Mark Avram
00:37
Case Information
Approve (and send e-mail)
Reject
Spelling Mistakes
Writing Style
Wrong Information
Origin:
Account Number:
Customer Segment:
E-mail QA Review Disposition:
Phone Manufacturer:
Send the approved email to the recipient

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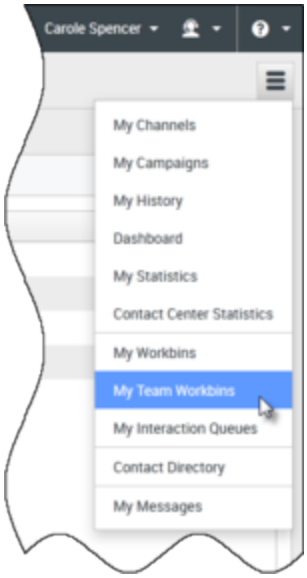
Carole Spencer
My Channels
My Campaigns
My History
Dashboard
My Statistics
Contact Center Statistics
My Workbins
My Team Workbins
My Interaction Queues
Contact Directory
My Messages

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Ctrl ◇◇◇◇◇ Shift ◇◇◇◇◇◇◇◇◇◇◇◇◇◇

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