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# Workspace Web Edition Help

Workspace 





### Link to video

KPI

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Workspace

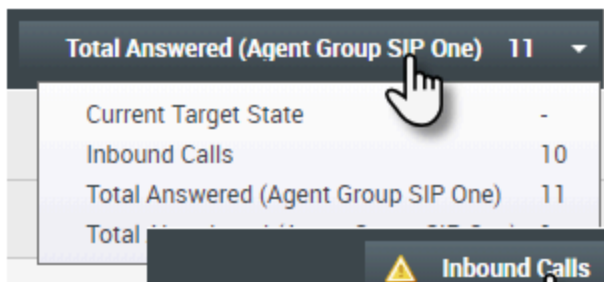
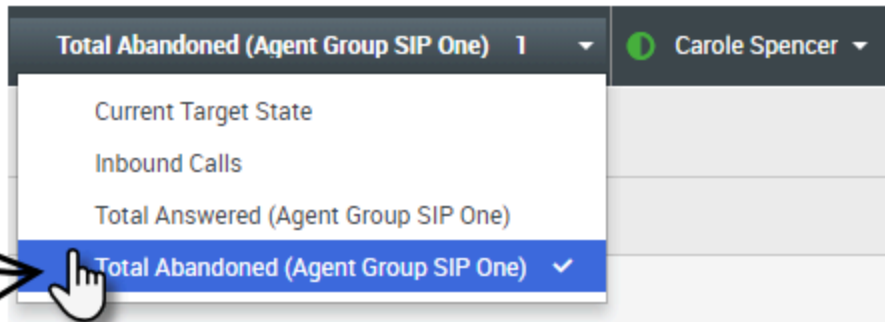
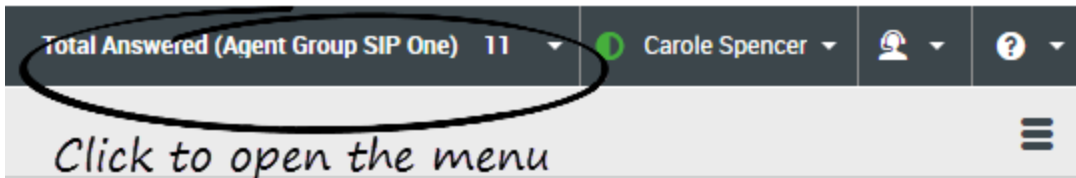


The screenshot shows a workspace interface for a user named Carole Spencer. The top navigation bar includes the user's name, a profile icon, and a help icon. A hamburger menu icon is circled in black, and its dropdown menu is open, listing various navigation options. The 'My Messages' option is highlighted in blue. Below the navigation menu, a table is visible with two columns: 'Total Abandoned' and 'Total Answered'. The table contains several rows of data, with most values being 0.

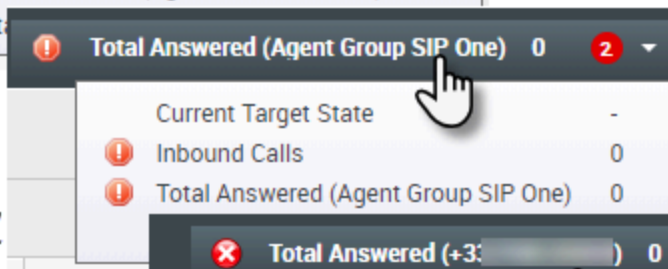
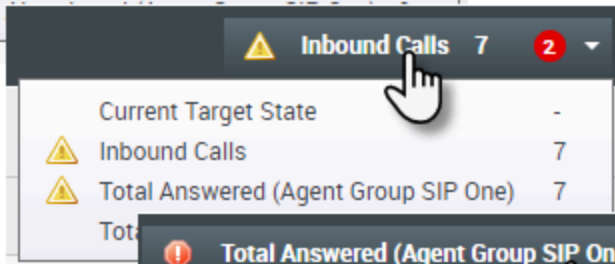
	Total Abandoned	Total Answered
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	-	0



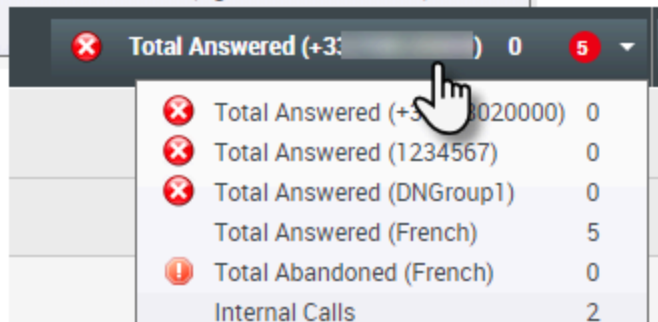
KPI



Hover over the gadget to see the full set of statistics



Alarms and warnings are indicated by the icons



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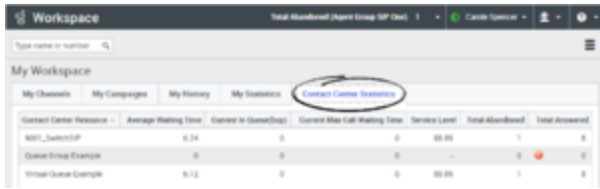
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Workspace

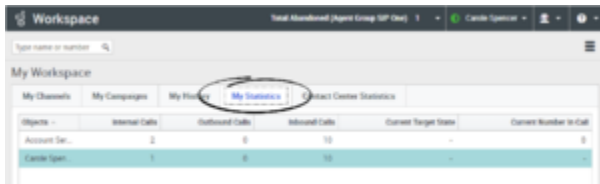


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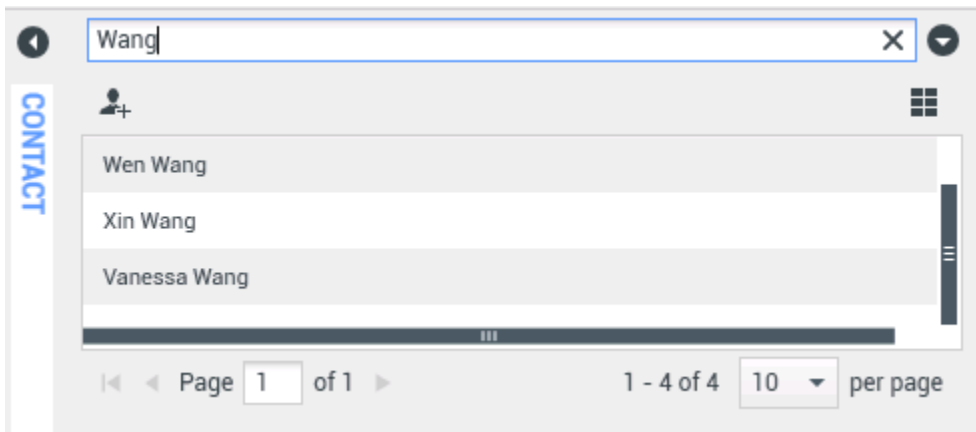
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KPI

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Information History

All Last Month Last Week Last Day



- [diamonds]
- [diamonds] 1 [diamonds]
- [diamonds] 1 [diamonds]
- [diamonds] 1 [diamonds]



Page 2 of 48 11 - 20 of 473 10 per page



- [diamonds] (▶)
- [diamonds] (◀)
- [diamonds] (◀◀)
- [diamonds] / [diamonds]





Last Name	First Name	Phone Number	E-mail Address
Wang	Frank	+1.9	Fr
Wang	Wen	+1.9	Wen.W
Wang	Xin	+1.9	Xin.Wa
Wang	Vanessa	+852	AV
Wang	Vanessa		AVW

Grid view  
←



- [Decorative diamond icons]
- [Decorative diamond icons]



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1

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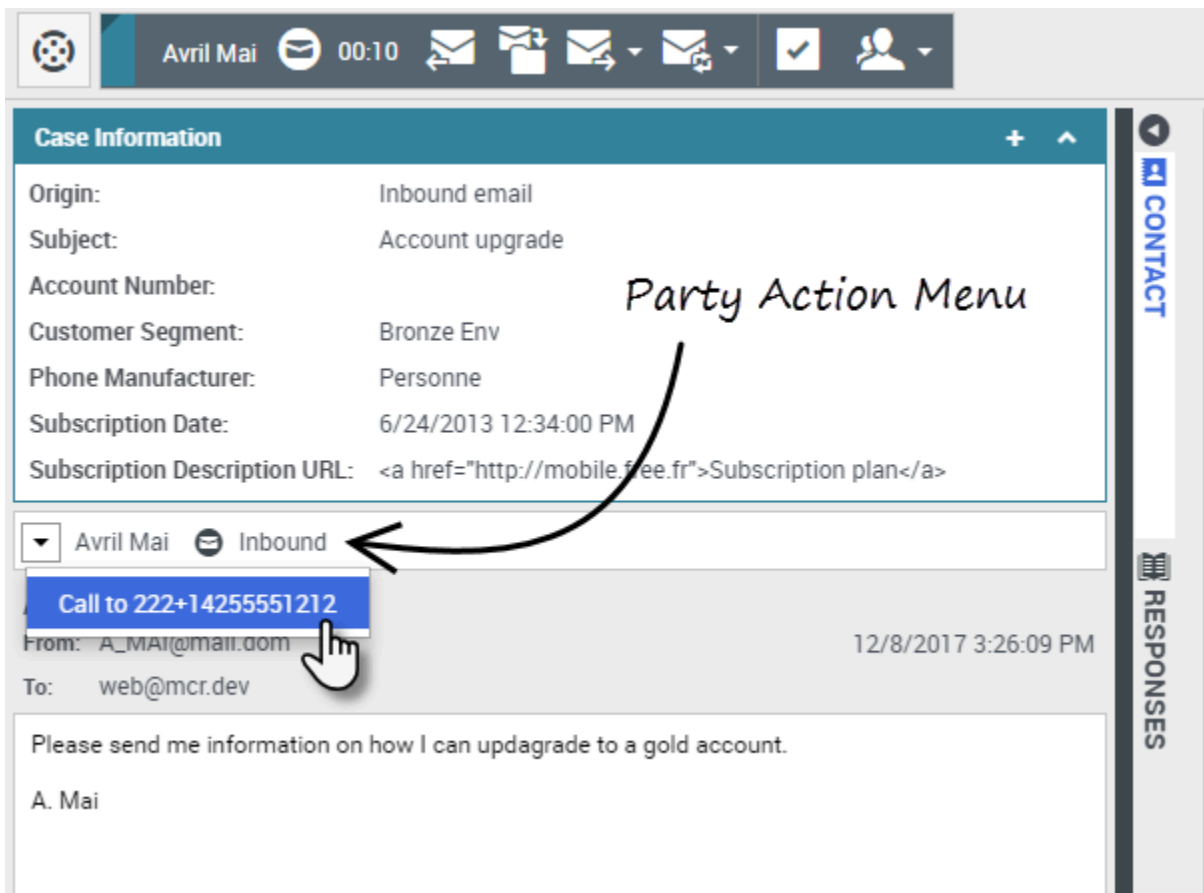
### Link to video

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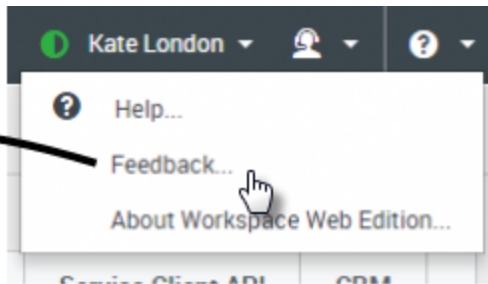
Workspace [Enter]



[Workspace] [Enter]



[Workspace] [Enter]



Web

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Workspace

Genesys

Workspace

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Workspace

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Workspace

- [Alt] + [N] —
- [Alt] + [B] —
- [Alt] + [L] —

Workspace

Workspace

Workspace

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Workspace

Agent Desktop

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[Tab] [Shift] + [Tab]

- Tab
• Shift + Tab

1





































































































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Workspace

Workspace

Table with 2 columns and 5 rows containing keyboard shortcuts and their corresponding actions.

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Esc	