

# **GENESYS**

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# Workspace Desktop Edition Help

Workspace Desktop Edition 8.5.1

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# Workspace Desktop Edition ♦♦♦♦

- Workspace ◊◊◊
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# Workspace ♦♦♦♦

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# Workspace User's Guide

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# Workspace ♦♦♦



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- Log In ( ◊◊◊◊)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ◊◊◊◊

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- 6. ◊◊◊◊◊
- **7.** ♦♦ ♦♦♦♦♦
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- 9. �����������
- 10. ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊



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- Getting Started (◊◊◊◊)
- Handling Interactions (♦♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)

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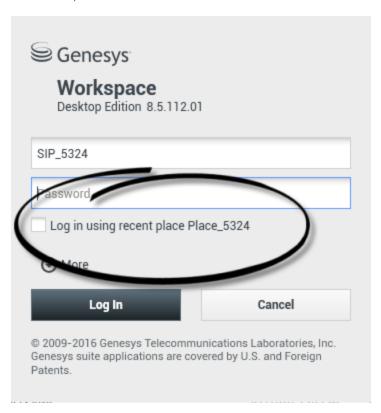
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[\$\\$:8.5.108.11, 8.5.112.08, 8.5.114.08]



# Workspace �������������



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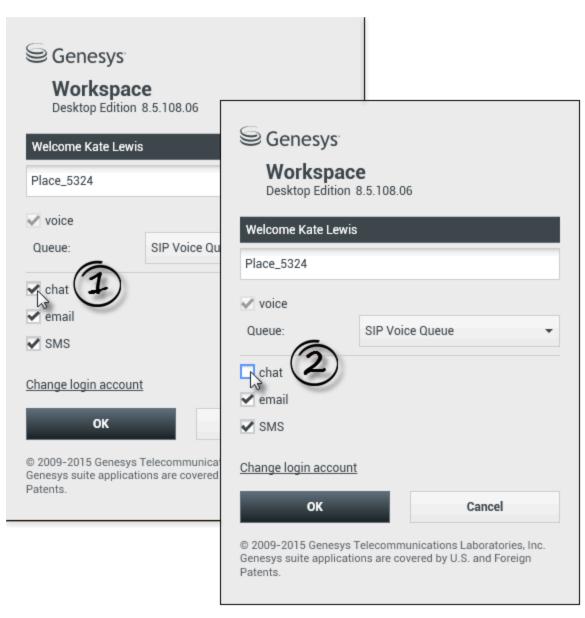
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- Configuration Server ♦♦♦♦♦(♦♦♦ 2020)



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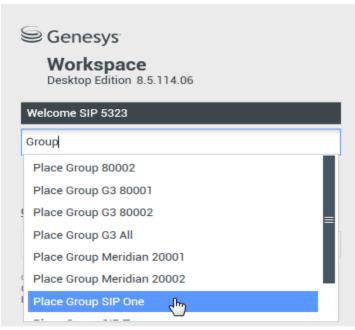
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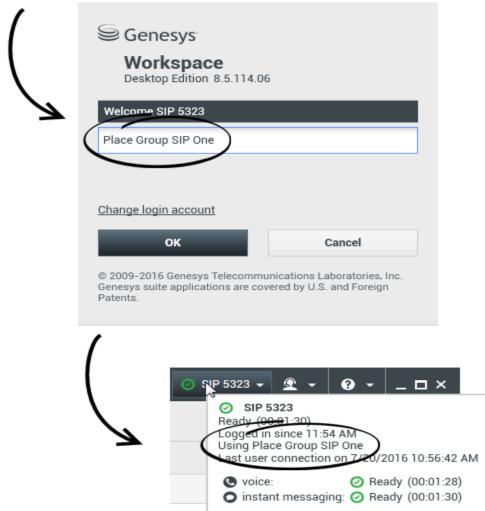
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- Log In (◊◊◊◊)
- Manage Your Status (♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦०)

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[\$\psi:8.5.104.15, 8.5.108.11, 8.5.109.16]

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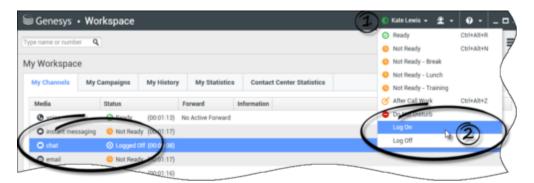
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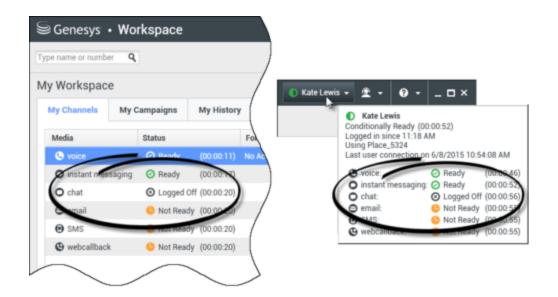
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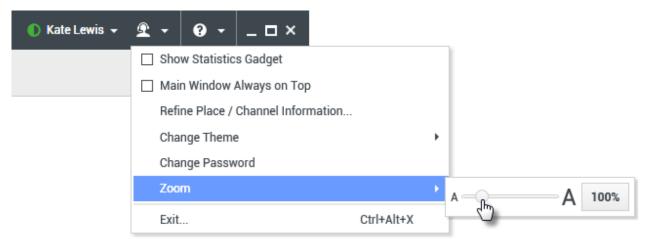
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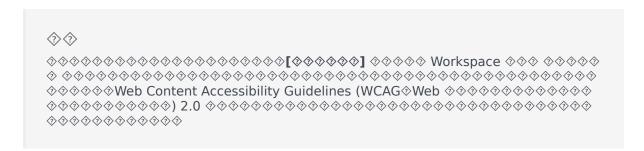
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- ◆◆◆ ◆◆◆ (Workspace ◆◆◆) ◆◆◆◆◆◆◆◆◆◆

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Link to video



[**\*:**8.5.100.05]



[��:8.5.100.05]















- Main Window Basics (♦♦♦ ♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦♦)

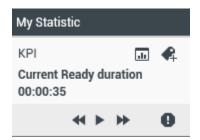
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- 1. Workspace Desktop Edition ♦♦♦♦
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- View KPIs And Statistics (KPI ♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ◊◊◊◊◊◊◊◊◊◊)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦०)

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- ♦♦♦♦ (□)
- SMS (**1**)
- Web ◊◊◊◊◊◊ (⑤)

- IM (**Q**)
- Facebook (
- Twitter (☑)
- RSS ( )

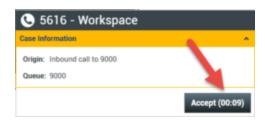
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[��:8.5.101.14]

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- Handling Interactions (◊◊◊◊◊◊◊◊◊◊◊)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ◊◊◊◊

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- 1. Workspace Desktop Edition ♦♦♦♦
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- 3. **\*\*\*\*\*\*\*\*\*\*\*\***
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- 6. ◊◊◊◊◊
- **7.** ◊◊ ◊◊◊◊◊
- 8. ����
- 10. ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊



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- Handle A Voice Call (◊◊◊◊◊◊◊◊)
- Blend Different Media Into A Single Conversation (1 ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (◊◊◊◊◊◊◊◊◊◊◊)
- Workspace Windows and Views (Workspace ◊◊◊◊◊◊◊◊◊◊)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ◊◊◊◊

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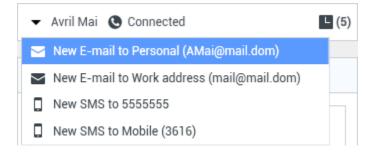
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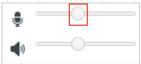
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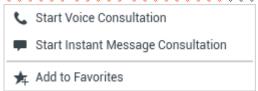
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Link to video





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- Workspace Desktop Edition ♦♦♦♦

Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)

Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦०)

Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)

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- 1. Workspace Desktop Edition ♦♦♦♦
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- Handle a Voice Call (◊◊◊◊◊◊◊◊)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)

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- Workspace Desktop Edition ◊◊◊◊

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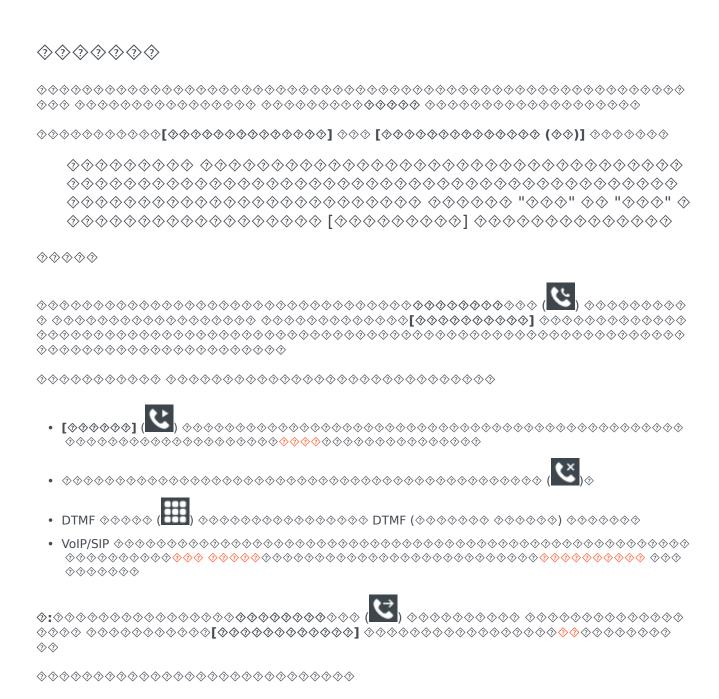
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- Handle A Voice Call (♦♦♦♦♦♦♦)
- Handle A Voice Consultation (♦♦♦♦♦♦♦♦♦♦♦०००)
- Transfer A Voice Call (◊◊◊◊◊◊◊◊)
- Conference A Voice Call (♦♦♦♦♦♦♦♦♦♦♦)

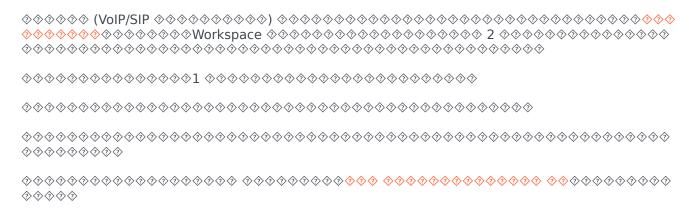
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Recording Interactions (◊◊◊◊◊◊◊◊◊◊)

- Handle a Voice Call (◊◊◊◊◊◊◊◊)
- Main Window Basics (♦♦♦♦♦♦♦♦♦)

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- Handle a Voice Call with Video (♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)

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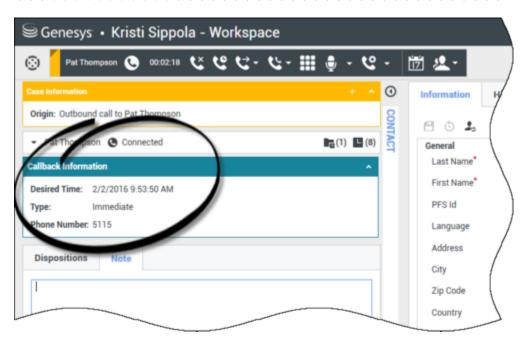
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#### [��:8.5.111.21]



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- Handle a Voice Call (◊◊◊◊◊◊◊◊)
- Handle Web Callback Interactions (Web ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ◊◊◊◊

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- Handle A Chat Interaction (♦♦♦♦ ♦♦♦♦♦♦♦♦)
- Handle A Chat Consultation (♦♦♦♦♦♦♦♦♦♦♦♦००००००)
- Transfer A Chat Interaction (♦♦♦♦ ♦♦♦♦♦♦♦♦♦)
- Blend Different Media Into A Single Conversation (1 ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦०)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ◊◊◊◊

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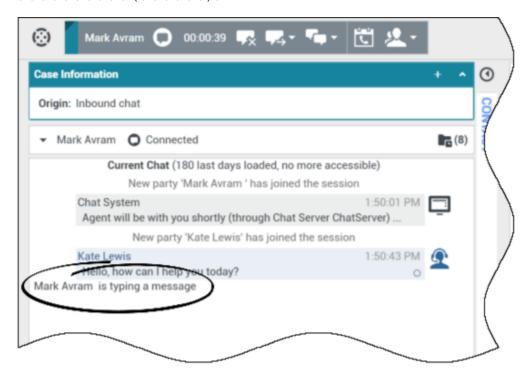


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John Davis Hello, how can I help you?





### [��:8.5.113.11]

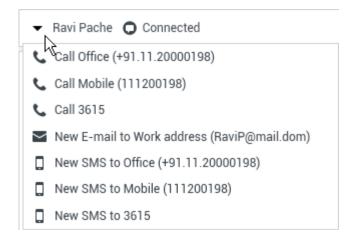
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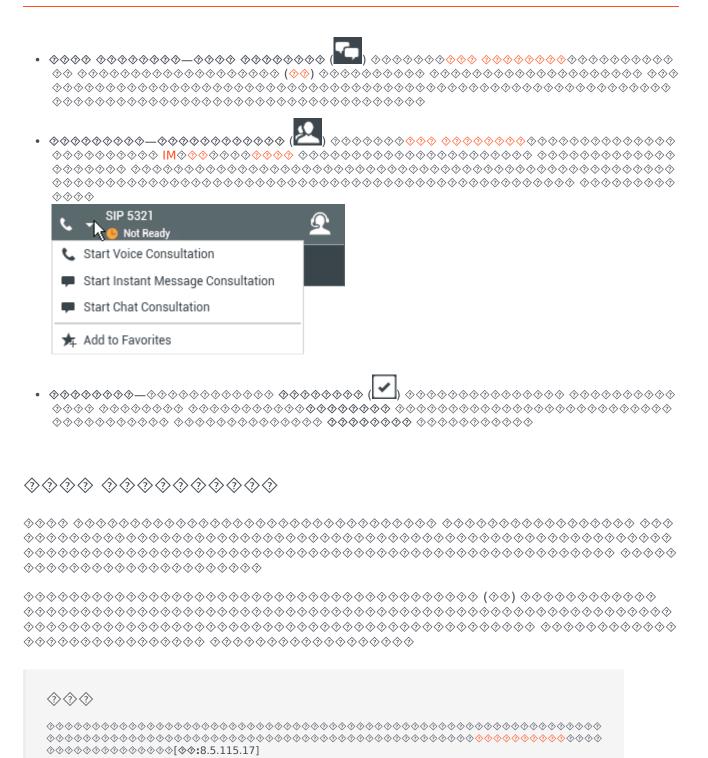
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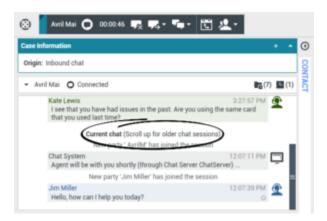


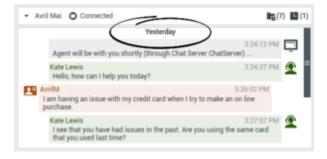
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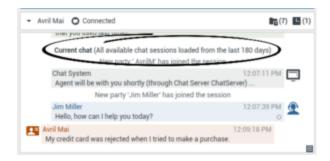








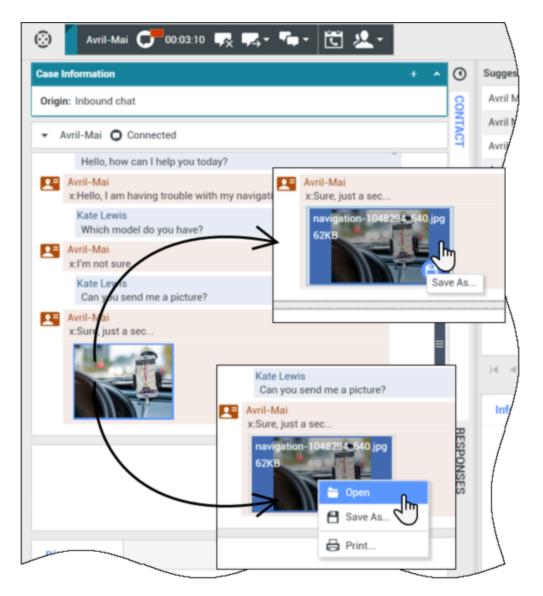


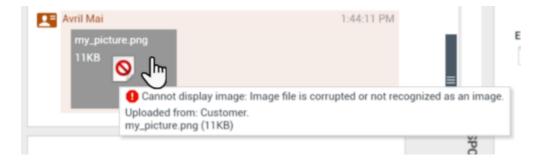


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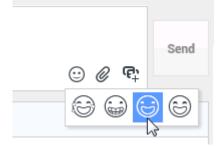






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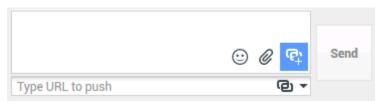
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# $\Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond$

- Handle A Chat Interaction (◊◊◊◊◊◊◊◊◊◊◊◊◊◊)
- Handle A Chat Consultation (♦♦♦♦ ♦♦♦♦♦♦♦♦♦)
- Conference A Chat Interaction (♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Blend Different Media Into A Single Conversation (1 ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ◊◊◊◊◊◊◊◊◊◊)

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Workspace Desktop Edition ♦♦♦♦

- 1. Workspace Desktop Edition ♦♦♦♦
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- 9. ♦♦♦♦♦♦♦♦♦♦
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# $\Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond$

- Handle A Chat Interaction (♦♦♦♦ ♦♦♦♦♦♦♦♦)
- Transfer A Chat Interaction (♦♦♦♦ ♦♦♦♦♦♦♦♦♦)
- Conference A Chat Interaction (♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Blend Different Media Into A Single Conversation (1 ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ◊◊◊◊

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- 9. ♦♦♦♦♦♦♦♦♦♦
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# $\Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond$

- Handle An Email Interaction (♦♦♦♦♦♦♦♦♦♦♦♦००००)
- Blend Different Media Into A Single Conversation (1 ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)

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- 2. ♦♦♦ ♦♦♦♦♦
- ♦♦ ♦♦♦♦♦
- **5**. ◊◊◊◊◊◊
- 6. ◊◊◊◊◊
- 7. ♦♦ ♦♦♦♦♦
- 8. ����
- 9. ◊◊◊◊◊◊◊◊◊◊◊◊
- 10. ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦



[��:8.5.113.11, 8.5.111.21, 8.5.117.18, 8.5.121.03]



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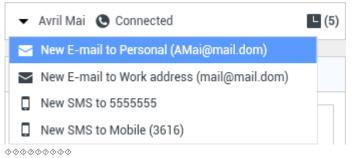
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[��:8.5.113.11]



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[��:8.5.113.11]

### [��:8.5.104.15]

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### [��:8.5.113.11]

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[��:8.5.113.11]





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Handle An Email Interaction (♦♦♦♦♦♦♦♦♦♦♦♦०)

- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- 2. ♦♦♦ ♦♦♦♦♦
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- 4. �����������
- 5. **�������**
- 6. ◊◊◊◊◊
- **7.** ◊◊ ◊◊◊◊◊
- 8. ����
- **9**. �����������
- 10. ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊



[ \$\phi\$: 8.5.113.11. 8.5.118.10]

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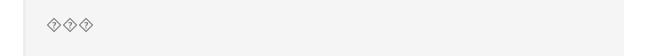
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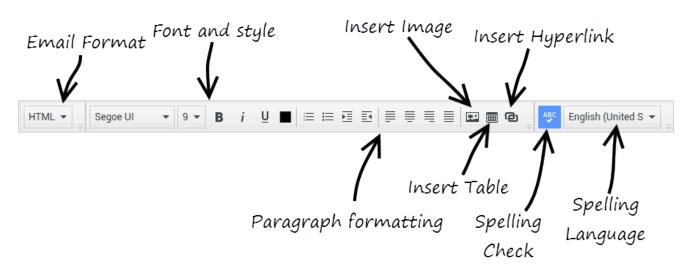
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[��:8.5.118.10]

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Handle An Email Interaction (♦♦♦♦♦♦♦♦♦♦♦♦००)

- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- **7.** ◊◊ ◊◊◊◊◊
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# ♦

- Handle An Email Interaction (♦♦♦♦♦♦♦♦♦♦♦♦)
- Blend Different Media Into A Single Conversation (1 ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- 1. Workspace Desktop Edition ♦♦♦♦
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# SMS �������� MMS �������

[��:8.5.111.21, 8.5.110.13, 8.5.117.18, 8.5.121.03]

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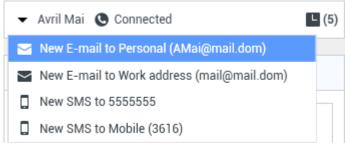
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SMS ������������

- - Start Voice Consultation
  - Start Instant Message Consultation
  - Add to Favorites

SMS ��������������

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  - Start Voice Consultation
  - Start Instant Message Consultation
  - Add to Favorites

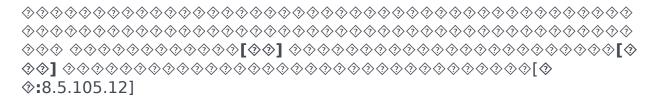
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#### **URL** ◊◊◊◊◊◊◊

#### SMS **\*\*\*\* \*\*\*\*\* \*\*\*\***

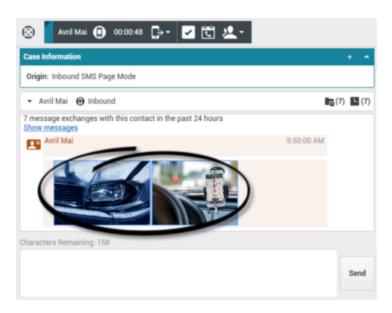
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SMS ��������

- 3. **[SMS** ��������] ������



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- - Start Voice Consultation

    Start Instant Message Consultation

    Add to Favorites
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- Handle An SMS or MMS Interaction (SMS ♦♦♦ MMS ♦♦♦♦♦♦♦♦♦०)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦०)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦♦)

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[��:8.5.111.21, 8.5.117.18]

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- Handle A Workitem Interaction (♦♦♦♦♦♦♦♦♦♦♦♦♦♦०)
- Main Window Basics (◊◊◊◊◊◊◊◊◊◊◊)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)

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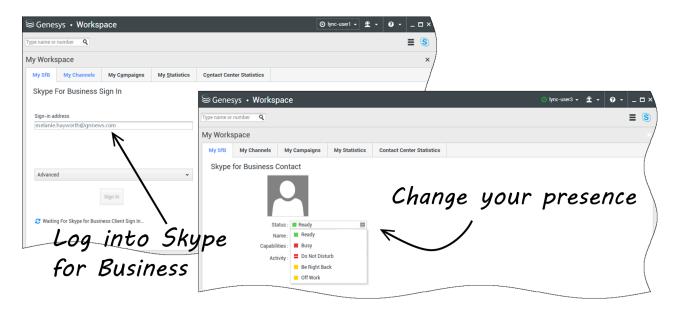
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# Skype for Business & Workspace ����� ���



Workspace Desktop Edition ♦♦♦♦♦♦ Skype for Business ♦♦





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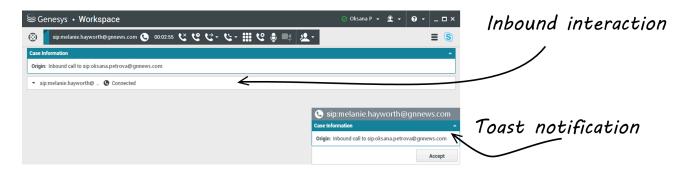
# Skype For Business

Changing your Presence





# Skype For Business Using the Directory



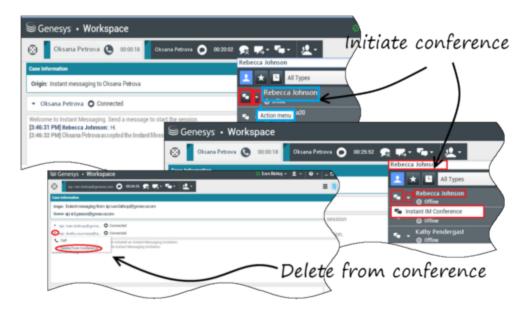
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- IM ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊

#### IM ��

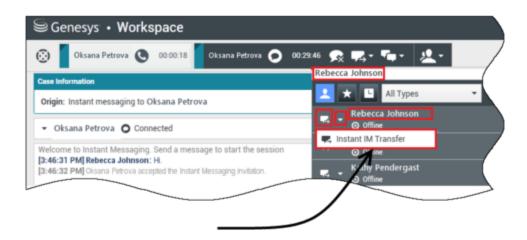








#### IM ��

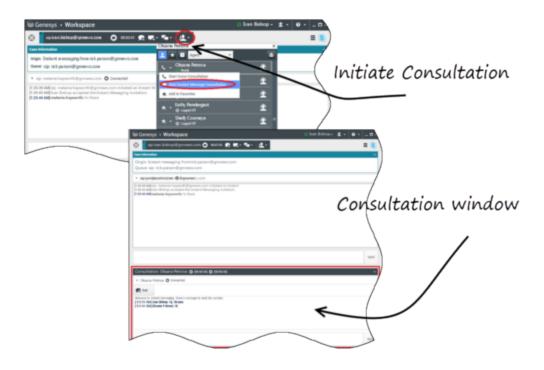


# Initiate transfer



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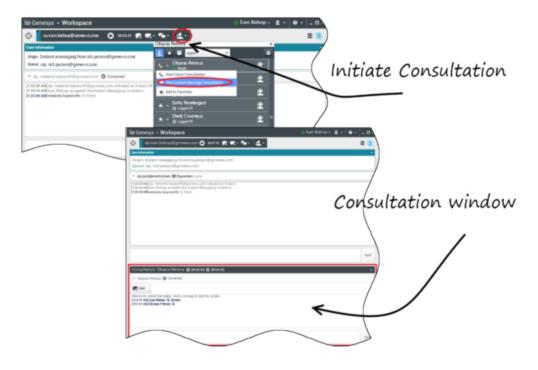
#### Link to video



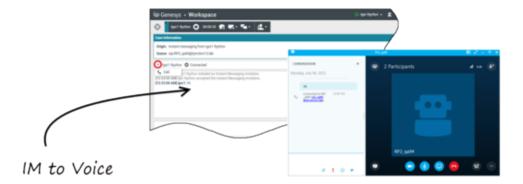


#### Link to video











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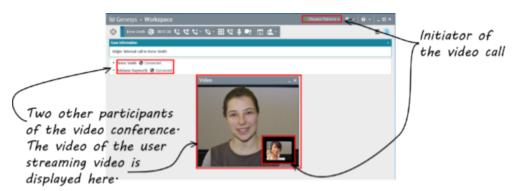
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Handle A Facebook Interaction (Facebook ♦♦♦♦♦♦♦♦♦♦)

- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ♦♦♦♦

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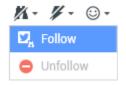
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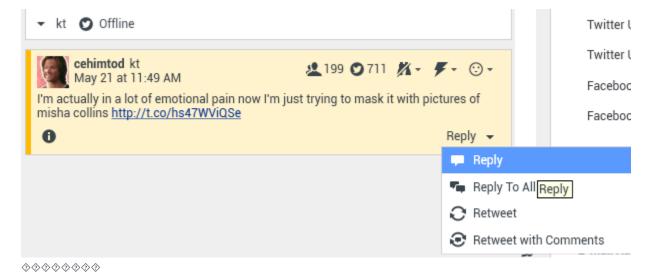
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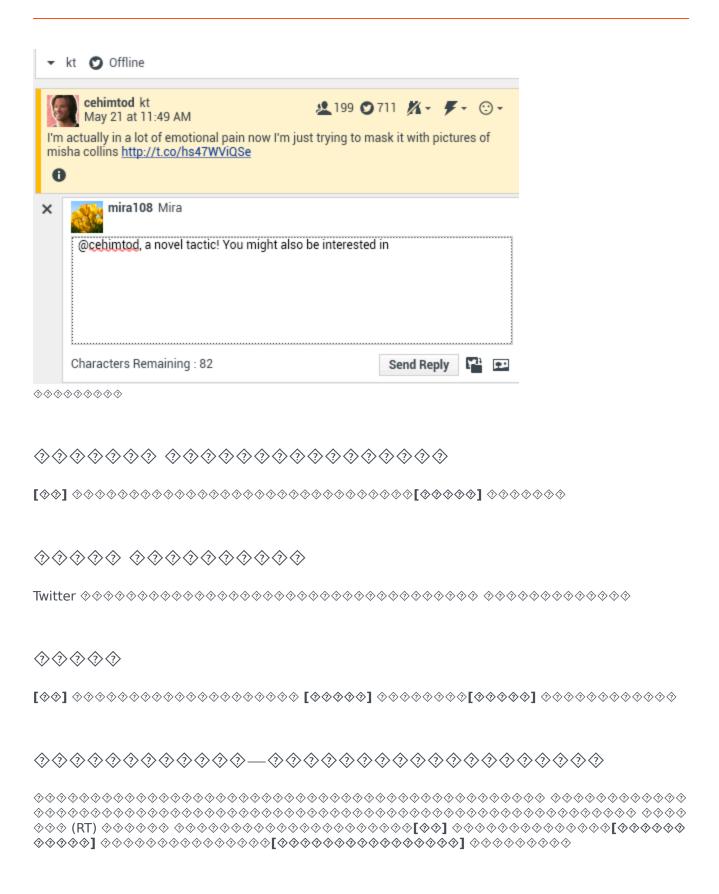




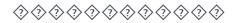
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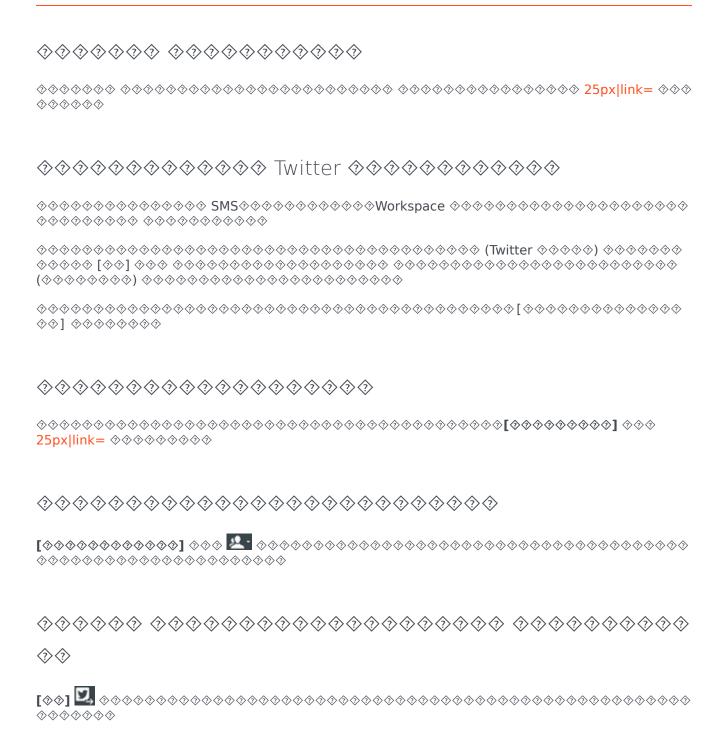








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- Handle A Twitter Interaction (Twitter ♦♦♦♦♦♦♦♦♦♦)
- Blend Different Media Into A Single Conversation (1 ♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦♦♦♦♦♦०)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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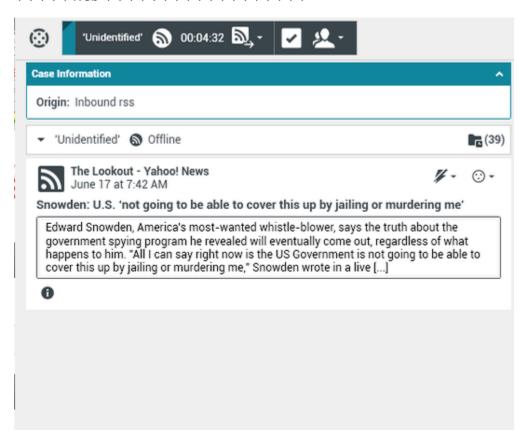
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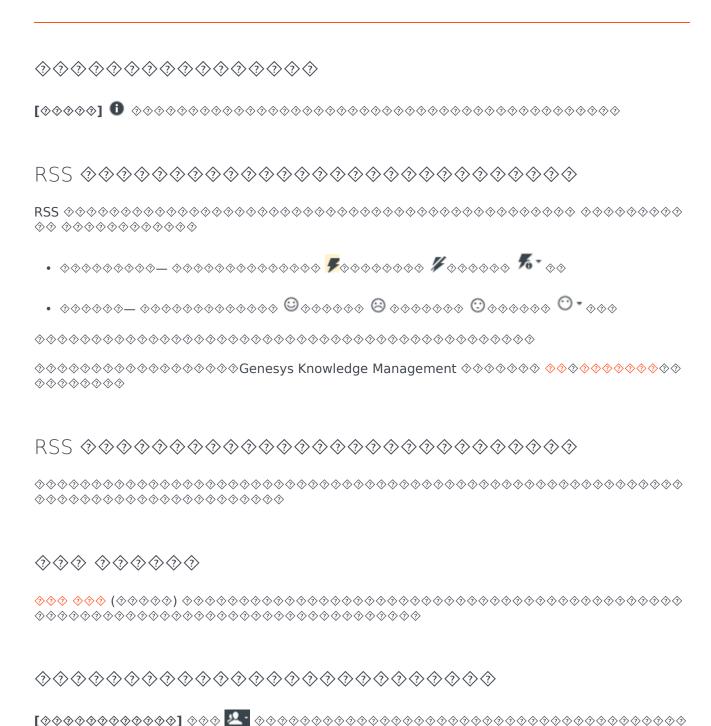
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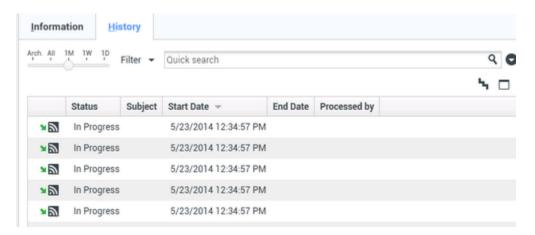
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- Handle An RSS Interaction (RSS ♦♦♦♦♦♦♦♦♦♦)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦०)

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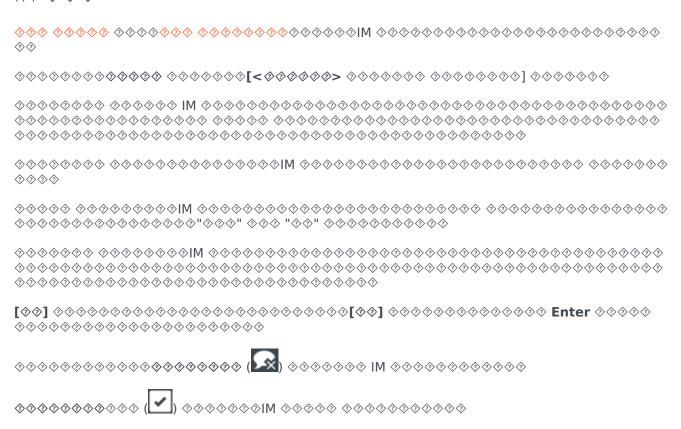
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- Handle Internal Instant Messaging (♦♦♦♦♦♦♦♦♦♦♦०)
- Handle A Voice Call (◊◊◊◊◊◊◊◊)
- Main Window Basics (♦♦♦ ♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)

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- Workspace Desktop Edition ♦♦♦♦

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- 10. ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊



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- Handle a Voice Call (♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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[\$\psi:8.5.109.16, 8.5.115.17]



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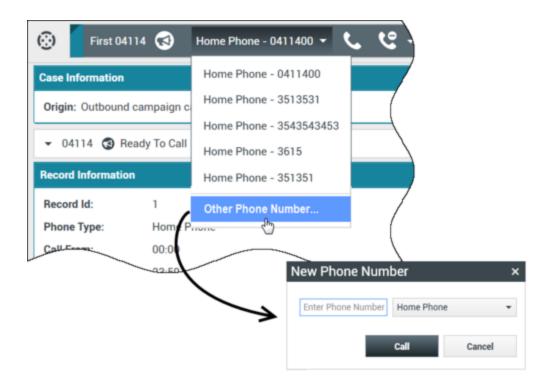
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[��:8.5.115.17]







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- Handle Outbound-Campaign Voice Interactions (\$\displaystyle \displaystyle \displaystyle
- Handle a Voice Call (◊◊◊◊◊◊◊◊)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Handle Outbound-Campaign Voice Interactions (\$\displaystyle \displaystyle \displaystyle
- Handle a Voice Call (♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Handle a Voice Call (♦♦♦♦♦♦♦)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)

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[��:8.5.117.18]

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- Handle Outbound-Campaign Voice Interactions (\$\displaystyle \displaystyle \displaystyle
- Handle a Voice Call (◊◊◊◊◊◊◊◊)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Handling Interactions (♦♦♦♦♦♦♦♦♦)
- Contact and Interaction Management (◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊
- Getting Started (◊◊◊◊)

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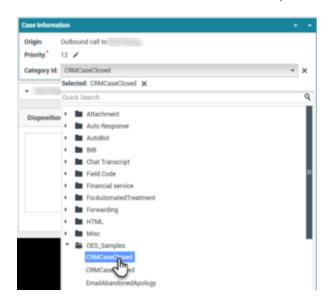
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[��:8.5.117.18, 8.5.118.10]







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Edit Case Information And Record Information (♦♦♦♦♦♦♦♦♦♦♦♦♦)

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View KPIs And Statistics (KPI ◊◊◊◊◊◊)

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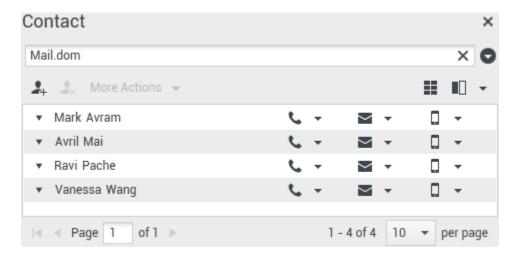
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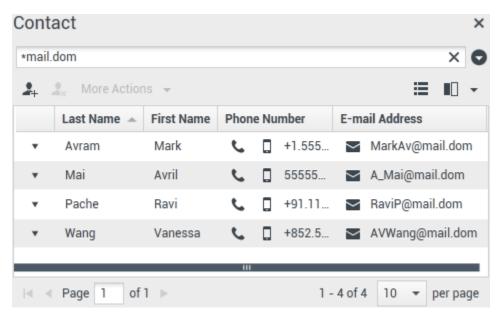




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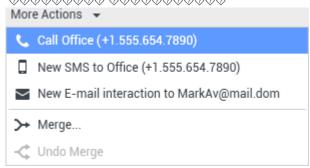




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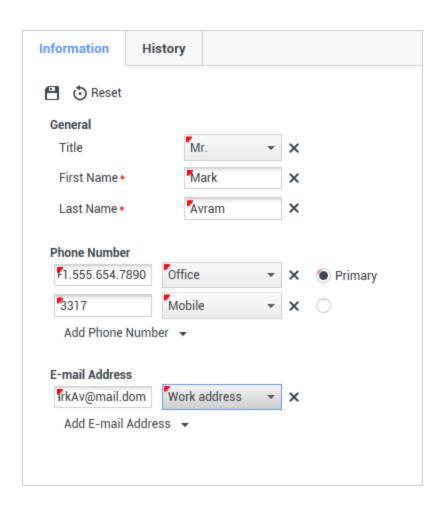
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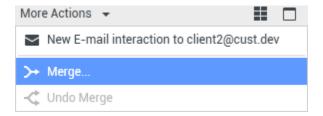
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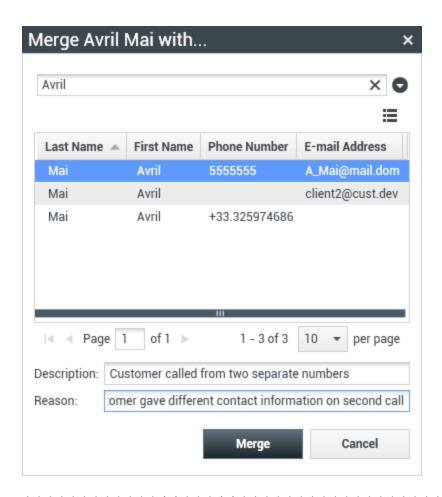
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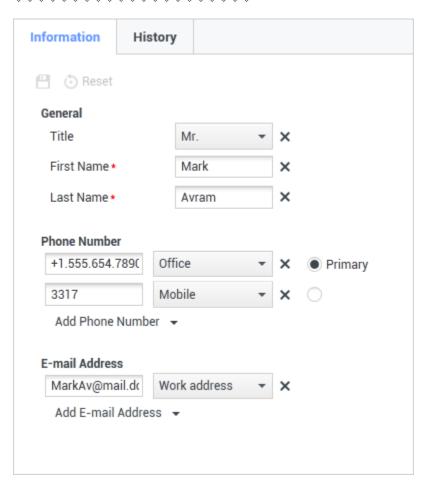




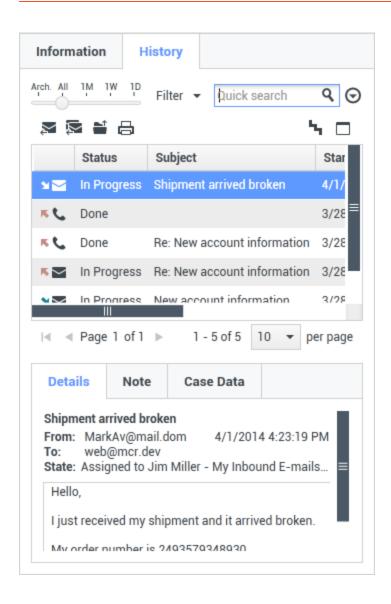














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- Manage Contacts and Contact Information (♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Manage Your History (♦♦♦♦)
- Manage Contact History (♦♦♦♦♦♦♦♦♦)

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[\$\\$:8.5.110.13, 8.5.112.08, 8.5.113.11, 8.5.115.17, 8.5.117.18]

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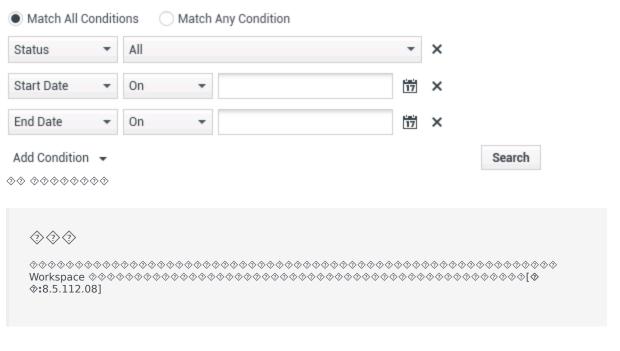
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- Manage Contact History (♦♦♦♦♦♦♦♦००)
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- Manage Your History (♦♦♦♦♦)

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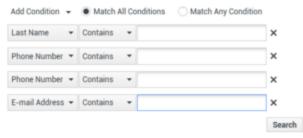
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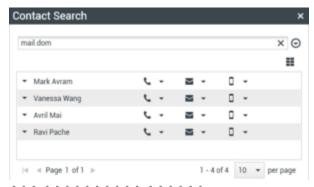
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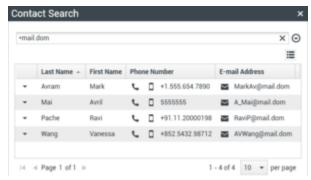
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- Manage Contact History (♦♦♦♦♦♦♦♦०)
- Manage Contacts and Contact Information (♦♦♦♦♦♦♦♦♦♦♦♦♦♦)
- Manage Your History (♦♦♦♦♦)

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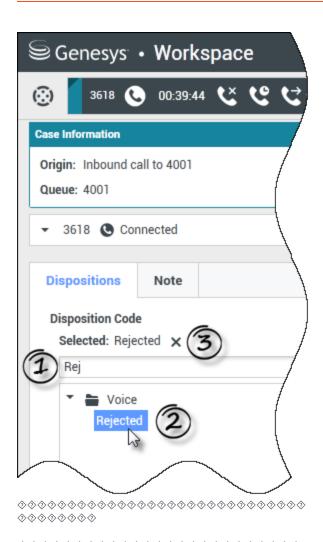
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- Log In ( ◊◊◊◊)
- Main Window Basics (♦♦♦♦♦♦♦♦०)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)



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Manage Contacts and Contact Information (♦♦♦♦♦♦♦♦♦♦♦♦♦♦)

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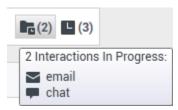
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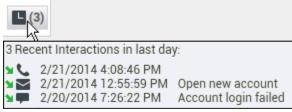


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Manage Contact History (◊◊◊◊◊◊◊◊◊◊)

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- Find Interactions (◊◊◊◊◊◊◊◊◊◊◊)
- Manage Contact History (♦♦♦♦♦♦♦♦०)
- Manage Your History (◊◊◊◊◊)

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### Link to video



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[��:8.5.117.18]

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- Manage Contact History (♦♦♦♦♦♦♦♦०)
- Manage Contacts and Contact Information (♦♦♦♦♦♦♦♦♦♦♦♦♦♦)

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## $\Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond \Diamond$

- Handle Outbound-Campaign Voice Interactions (\$\displaystyle \displaystyle \displaystyle
- Handle a Voice Call (◊◊◊◊◊◊◊◊)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)

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[��:8.5.115.17, 8.5.113.11, 8.5.110.13]

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     [◆◆:8.5.115.17]
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- Manage Your History (◊◊◊◊◊)
- Manage Contact History (♦♦♦♦♦♦♦♦०)
- Manage Contacts and Contact Information (♦♦♦♦♦♦♦♦♦♦♦♦♦♦)

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- Main Window Basics (♦♦♦ ♦♦♦♦♦♦०)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)

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View KPIs And Statistics (KPI ♦♦♦♦♦♦)

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[��:8.5.108.11]

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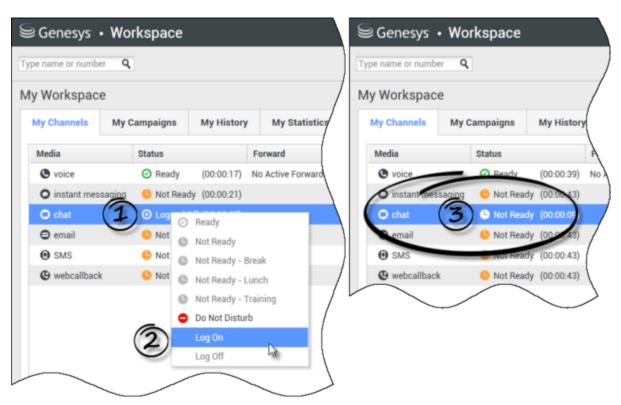




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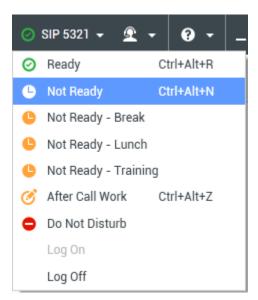
[��:8.5.108.11]

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- Manage Your Status (◊◊◊◊◊◊◊◊)
- Log In ( ◊◊◊◊)

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- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (♦♦♦♦♦♦♦♦♦♦)

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- Handle An Email Interaction (♦♦♦♦♦♦♦♦♦♦♦♦०)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦)

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[��:8.5.109.16, 8.5.118.10]

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[��:8.5.118.10]

Link to video



Using The Standard Response Library (♦♦♦♦♦♦♦♦♦♦)

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[��:8.5.115.17, 8.5.111.21]

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#### [��:8.5.111.21]

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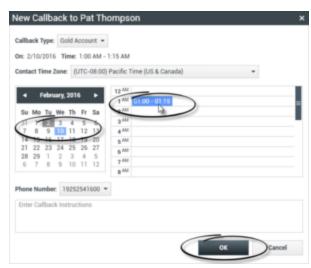
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- Lesson: Rescheduling a call as a callback (����: �����������������)
- Handle Outbound-Campaign Voice Interactions (\$\displaystyle \displaystyle \displaystyle

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- 6. ◊◊◊◊◊
- **7.** ◊◊ ◊◊◊◊◊
- 8. ����
- 10. ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊



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- Handle An Email Interaction (♦♦♦♦♦♦♦♦♦♦♦♦)
- Handle A Chat Interaction (♦♦♦♦ ♦♦♦♦♦♦♦♦)

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- 6. ◊◊◊◊◊
- **7.** ♦♦ ♦♦♦♦♦
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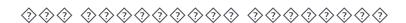
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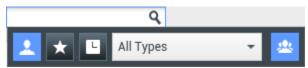
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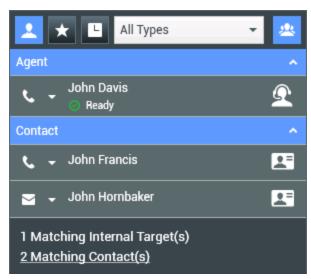


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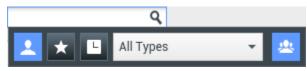
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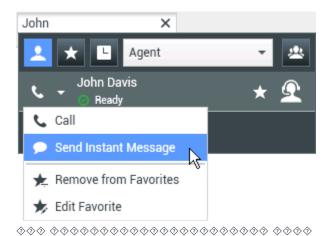
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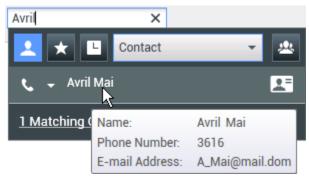




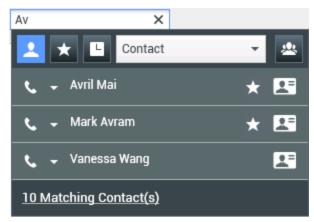
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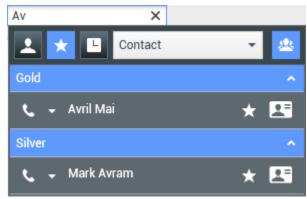
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- Main Window Basics (♦♦♦ ♦♦♦♦♦♦०)
- Workspace Windows and Views (Workspace ♦♦♦♦♦♦♦♦♦)
- Basic Use-Case Summary (◊◊◊◊◊◊◊◊◊◊◊◊)

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- 10. ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊



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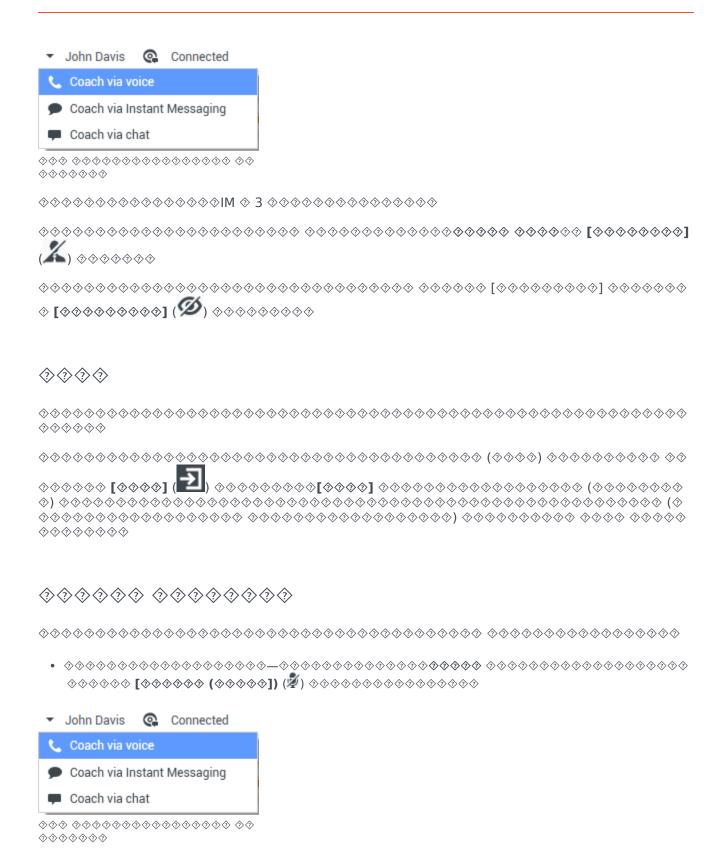
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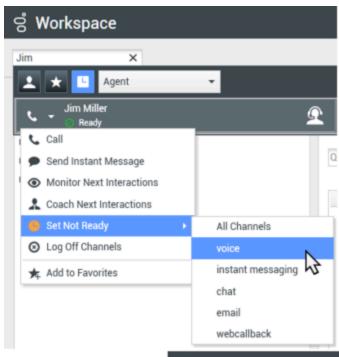
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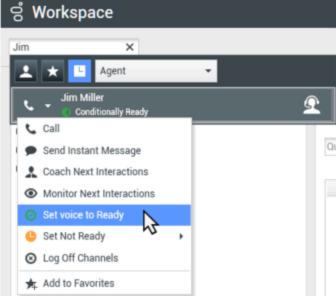




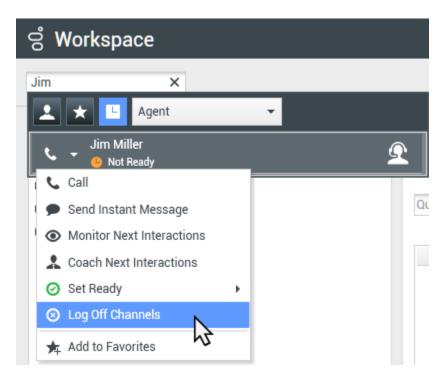


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- Monitor, Coach, And Barge-in Interactions (\$\phix\$ \$\phix\$ \$\phix
- Workbin and Queue Management (♦♦♦♦♦♦♦♦♦♦♦♦)
- Email Quality Assurance (QA) Review (♦♦♦♦♦♦♦♦♦ (QA) ♦♦♦♦)

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### My Workbins

- Personal Workbins
  - My Draft E-mails (1)
  - My Inbound E-mails in Progress (1)

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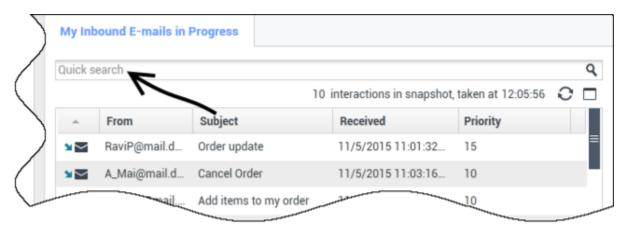
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## **\$\$\$\$\$**

- Using Workbins (◊◊◊◊◊◊◊◊◊)
- Handle An Email Interaction (♦♦♦♦♦♦♦♦♦♦♦♦०)
- Handle A Workitem Interaction (♦♦♦♦♦♦♦♦♦♦♦♦♦♦००)

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