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# Workspace Desktop Edition Help

Workspace Desktop Edition 8.5.1

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# Workspace Desktop Edition

**Genesys Workspace Desktop Edition (Workspace)** KPI

Workspace Desktop Edition

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- Windows
- **Workspace**
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## Workspace

*Workspace User's Guide (Workspace)* Workspace URL

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**Workspace Desktop**

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## Workspace

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## Workspace Web Edition

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SIP SIP USB

## "Workspace SIP Endpoint"

"Workspace SIP Endpoint" SIP Endpoint

Windows **Workspace SIP Endpoint** SIP Endpoint ( )  
<https://docs.genesys.com/Documentation/IW/8.5.1/Dep/InstallingTheIWSIPEndpoint>

SIP Endpoint Genesys



Workspace Desktop Edition User's Guide ( ) Workspace



## Workspace

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- [Log In](#)
- [Main Window Basics](#)
- [Workspace Windows and Views](#)
- [Basic Use-Case Summary](#)

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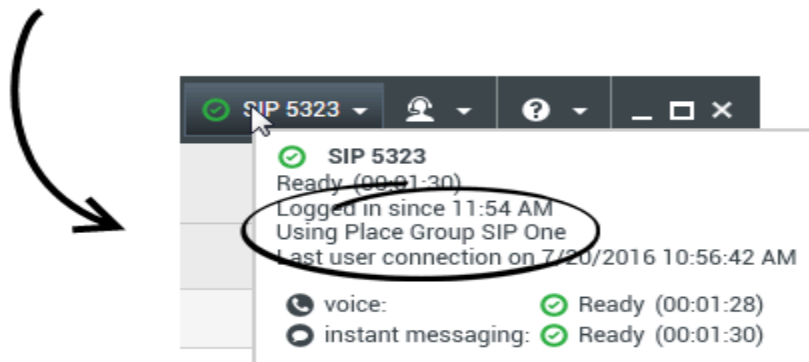
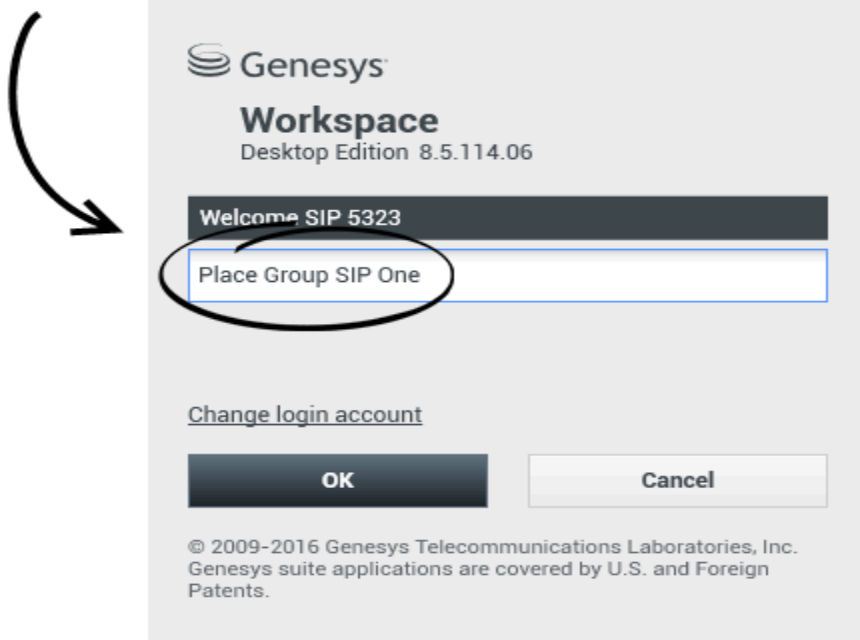
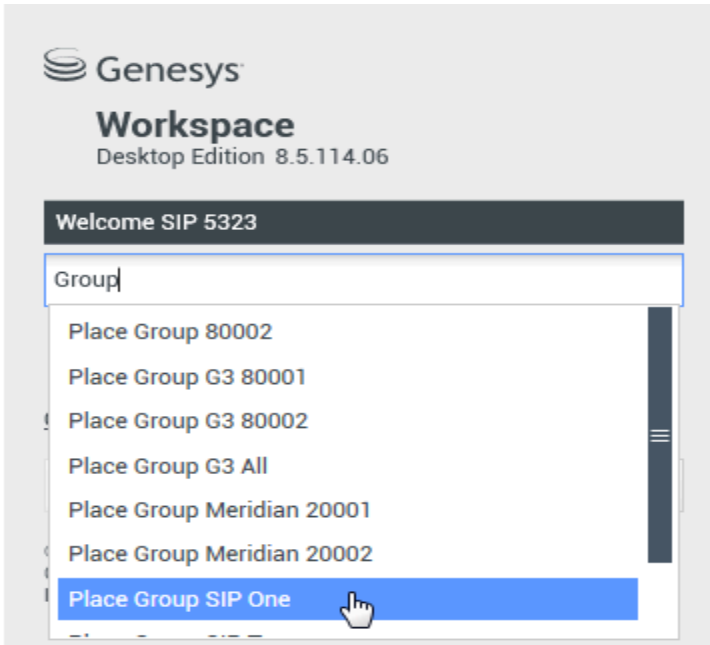
















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- **Main Window Basics** (◆◆◆◆◆◆)
- **Workspace Windows and Views (Workspace** ◆◆◆◆)
- **Basic Use-Case Summary** (◆◆◆◆◆◆◆◆)

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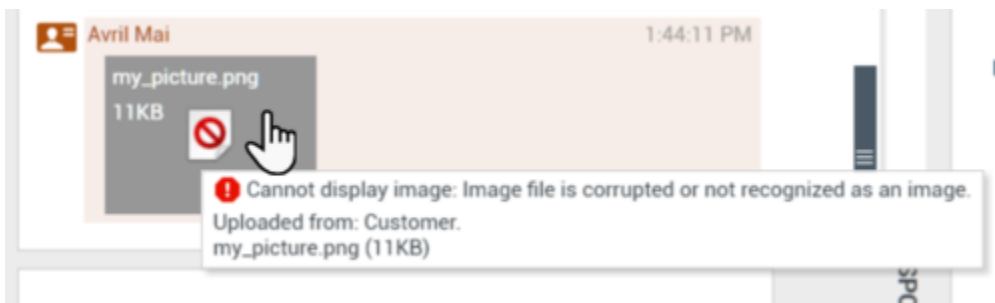
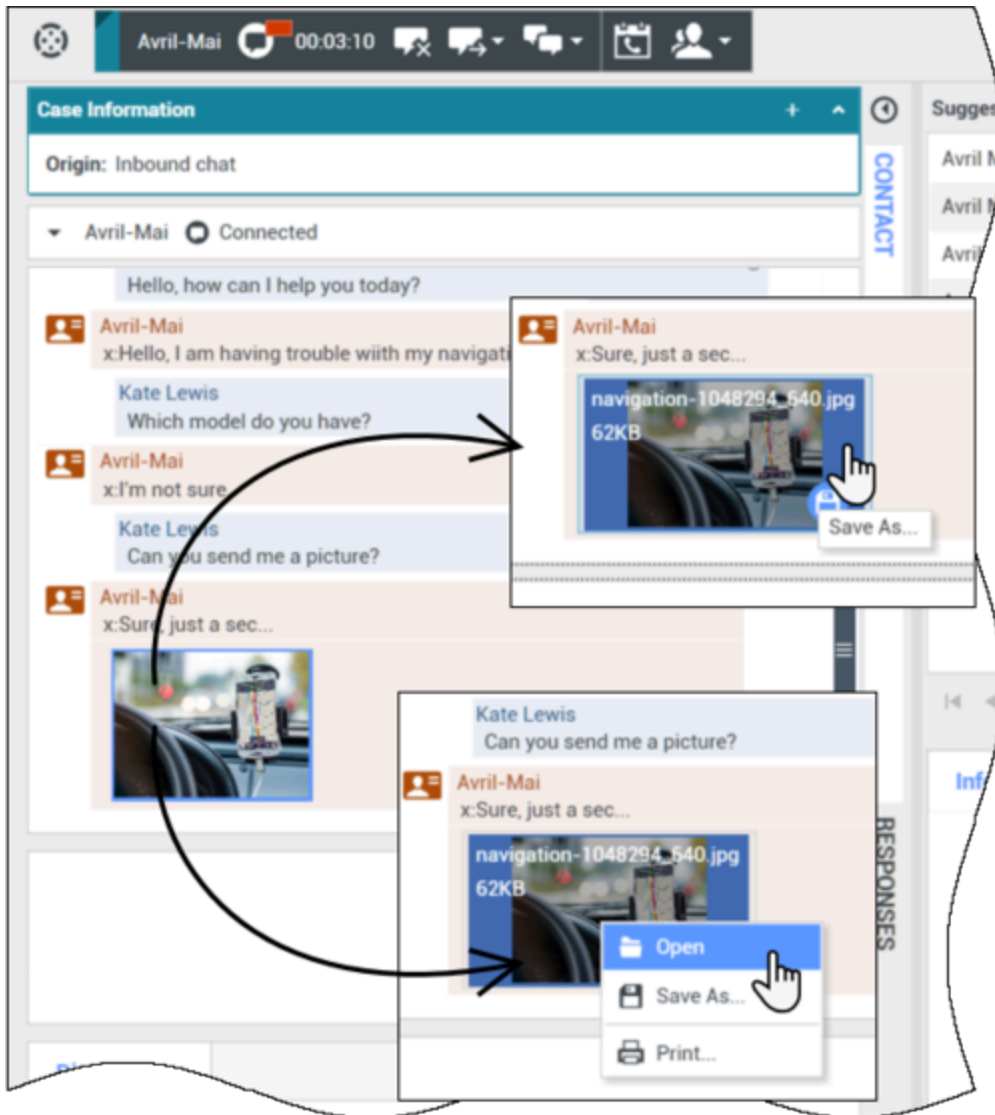
























































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- **Handle An Email Interaction** (◆◆◆◆◆◆◆◆)
- **Blend Different Media Into A Single Conversation** (◆◆◆◆◆◆◆◆◆◆)
- **Main Window Basics** (◆◆◆◆◆◆◆◆)
- **Workspace Windows and Views (Workspace** ◆◆◆◆◆)
- **Basic Use-Case Summary** (◆◆◆◆◆◆◆◆◆◆)

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## Skype For Business

Changing your  
Presence



## Skype For Business

Using the Directory

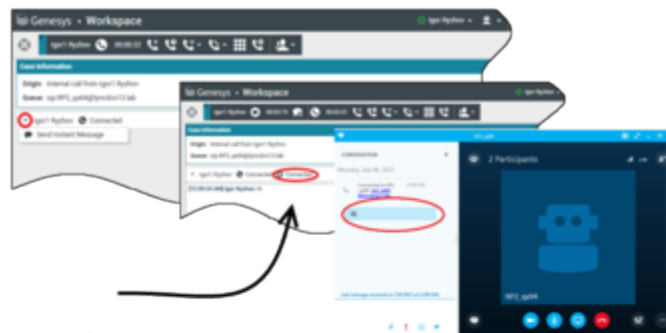
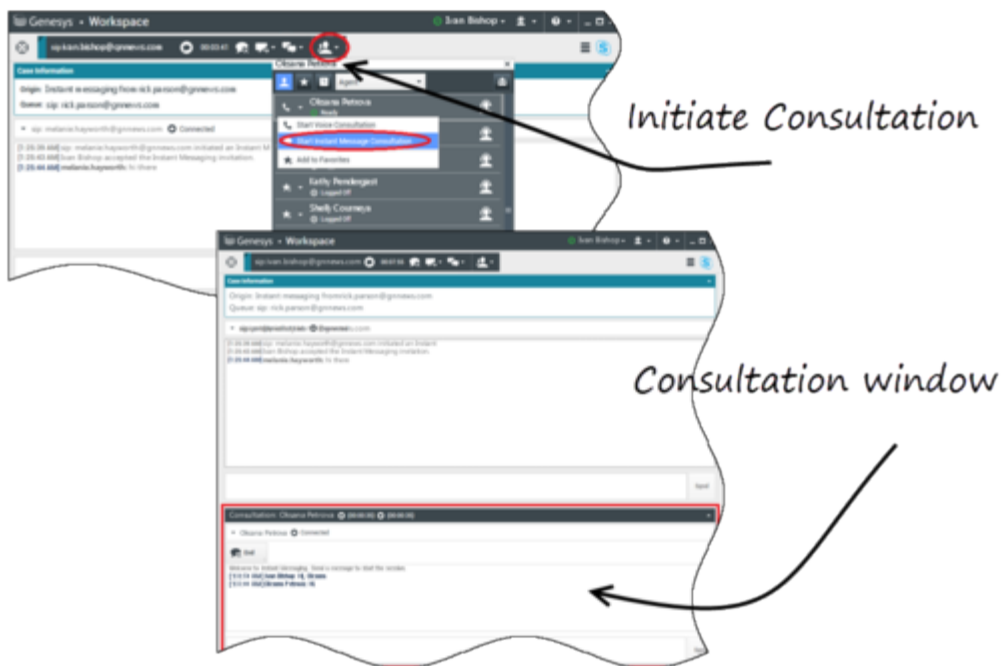






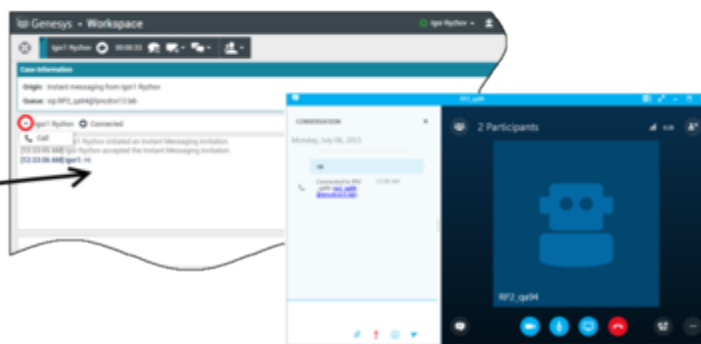






Voice to IM

IM to Voice











































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- [Workspace Windows and Views \(Workspace ◆◆◆◆◆\)](#)
- [Basic Use-Case Summary \(◆◆◆◆◆◆◆◆◆\)](#)

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**Contact** [X]

\*mail.dom [X] [Filter]

[Add] [Remove] More Actions [List] [Table] [Dropdown]

	Last Name ▲	First Name	Phone Number	E-mail Address
▼	Avram	Mark	☎ 📱 +1.555...	✉ MarkAv@mail.dom
▼	Mai	Avril	☎ 📱 55555...	✉ A_Mai@mail.dom
▼	Pache	Ravi	☎ 📱 +91.11...	✉ RaviP@mail.dom
▼	Wang	Vanessa	☎ 📱 +852.5...	✉ AVWang@mail.dom

Page 1 of 1 1 - 4 of 4 10 per page



- ▼ Mark Avram
 

Call Office (+1.555.654.7890)
- ☎ (📞)
 

More Actions ▼

Call Office (+1.555.654.7890)

New SMS to Office (+1.555.654.7890)

New E-mail interaction to MarkAv@mail.dom

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Merge...

Undo Merge











## Contact

Avril ✕ ⌵

+ x More Actions ⌵ ☰ □ ⌵



**Information** **History**

📄 ↺ Reset

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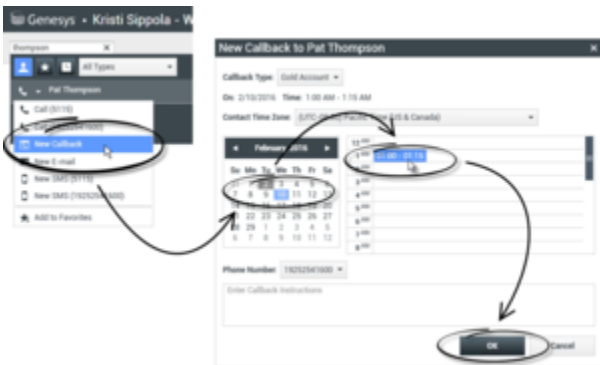
















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Agent

John Davis  
Ready

Contact

John Francis

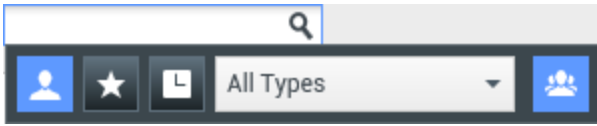
John Hornbaker

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2 Matching Contact(s)

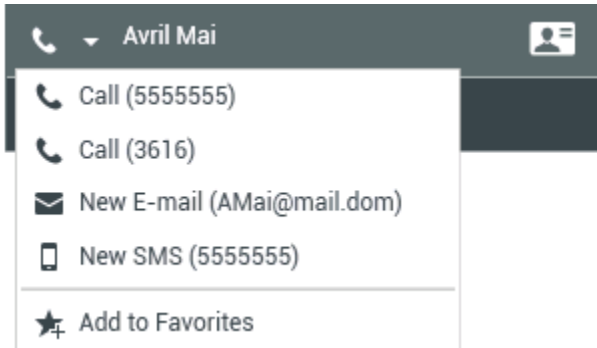


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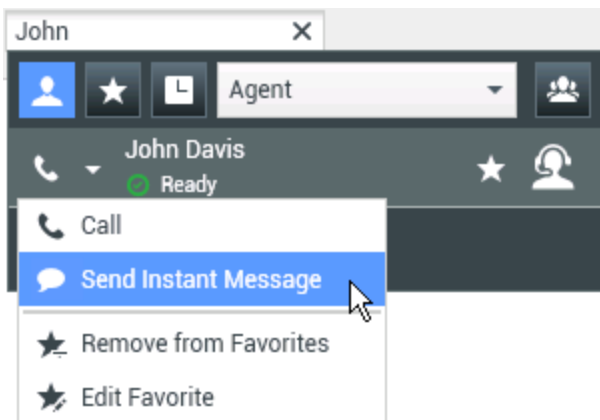




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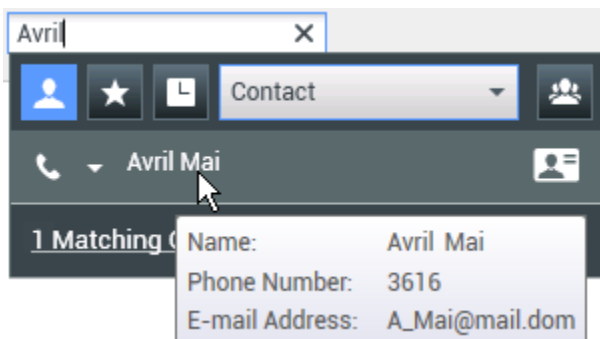




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Placeholder icons

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Placeholder icons (🚫)



Placeholder icons

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Placeholder icons

John Davis Connected

- 📞 Coach via voice
- 💬 Coach via Instant Messaging
- 🗨️ Coach via chat

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Placeholder icons (🚫)











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1. **Workspace Desktop Edition** ◊◊
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