



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workspace Desktop Edition Help

Workspace Desktop Edition 8.5.1

# Table of Contents

<b>Workspace Desktop Edition</b> ◆◆◆	<b>4</b>
<b>Workspace</b> ◆◆	<b>8</b>
◆◆◆ ◆◆ ◆◆◆	<b>10</b>
◆◆ ◆◆	<b>14</b>
◆◆◆	17
◆◆ ◆	28
◆◆ ◆◆	41
◆◆◆◆ ◆◆◆	44
◆◆ ◆◆ ◆◆	48
◆◆ ◆◆◆◆	50
◆◆ ◆◆◆ ◆◆◆◆	56
◆◆ ◆◆◆	58
◆◆	62
◆◆◆ ◆◆◆◆	64
◆◆ ◆◆◆◆	66
◆◆ ◆◆ ◆◆	72
◆◆ ◆◆◆◆	74
◆◆ ◆◆◆	86
◆◆ ◆◆ ◆◆ ◆◆	89
◆◆ ◆◆◆ ◆◆	90
◆◆ ◆◆◆ ◆◆	96
◆◆ ◆◆◆ QA ◆◆	103
<b>SMS</b> ◆ <b>MMS</b> ◆◆◆◆	105
◆◆ ◆◆	113
<b>Skype for Business</b> ◆ <b>Workspace</b> ◆◆◆◆ ◆◆	115
<b>Facebook</b> ◆◆◆◆	126
<b>Twitter</b> ◆◆◆◆	133
<b>RSS</b> ◆◆◆◆	141
◆◆ <b>IM</b>	145
◆◆◆◆◆ ◆◆◆◆◆	149
◆◆◆◆◆◆◆◆◆◆	151
◆◆◆◆◆◆◆◆◆◆◆◆	155
◆◆◆◆◆◆◆◆◆◆◆◆◆◆	158
◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆	161
◆◆◆◆◆◆, ◆◆◆◆◆◆◆◆	<b>164</b>

◇ ◇ ◇ ◇ ◇	167
◇ ◇ ◇ ◇ ◇ ◇	170
◇ ◇ ◇ ◇ ◇ ◇ ◇	172
◇ ◇ ◇ ◇ ◇	186
◇ ◇ ◇ ◇ ◇	195
◇ ◇ ◇ ◇ ◇	201
◇ ◇ ◇ ◇ ◇ ◇ ◇	204
◇ ◇ ◇ ◇ ◇ ◇	206
◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇	208
◇ ◇ ◇ ◇ ◇ ◇	210
◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇ ◇	215
◇ ◇ ◇ ◇ ◇	218
◇ ◇ ◇	220
◇ ◇ ◇ ◇	222
◇ ◇ ◇	225
◇ ◇ ◇	227
◇ ◇	231
◇ ◇	233
◇ ◇	235
◇ ◇ ◇ ◇	238
◇ ◇ ◇ ◇ ◇	244
◇ ◇ ◇ ◇ ◇ ◇ ◇	246
◇ ◇ ◇	253
◇ ◇ ◇ ◇	260

# Workspace Desktop Edition

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

Workspace Desktop Edition

- Windows
- Windows
- Workspace
- 

## Workspace

Workspace User's Guide (Workspace) Workspace URL

Workspace Desktop

Workspace Desktop

---

Workspace Desktop

Workspace Desktop

Workspace Desktop

Skype for Business

---

SMS MMS

Facebook



## Workspace

Workspace

[Link to video](#)

[Link to video](#)

[Link to video](#)

[Link to video](#)

[Link to video](#)

## Workspace Web Edition

Workspace Web Edition Workspace Workspace Desktop Edition. Workspace Desktop Edition Workspace Web Edition. —, Workspace Desktop Edition Workspace Desktop Edition.

## FAQ

- 
- 

- 
-



# Workspace

Workspace

Workspace

Workspace desktop icon|link=

Workspace

- Workspace
- Workspace
- USB SIP Workspace SIP USB

"Workspace SIP Endpoint"

"Workspace SIP Endpoint"

Windows Workspace SIP Endpoint SIP Endpoint https://docs.genesys.com/Documentation/IW/8.5.1/Dep/InstallingTheIWSIPEndpoint

SIP Endpoint Genesys Customer Care





*Workspace Desktop Edition User's Guide* Workspace

- **Log In**
- **Main Window Basics**
- **Workspace Windows and Views**
- **Basic Use-Case Summary**



- 
- ,
- **Workspace Desktop Edition**

## 10

1. **Workspace Desktop Edition**
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
10. ,







◆◆◆◆◆◆◆◆








---

10. ◆◆◆◆◆, ◆◆◆◆◆◆◆◆







- 
5. 
  6. 
  7. 
  8. 
  9. 
  10. , 







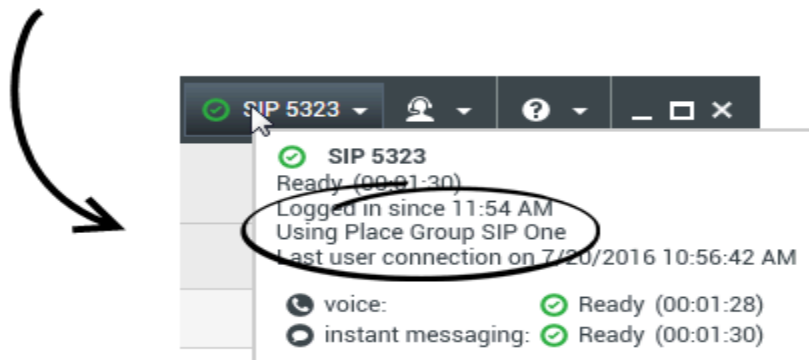
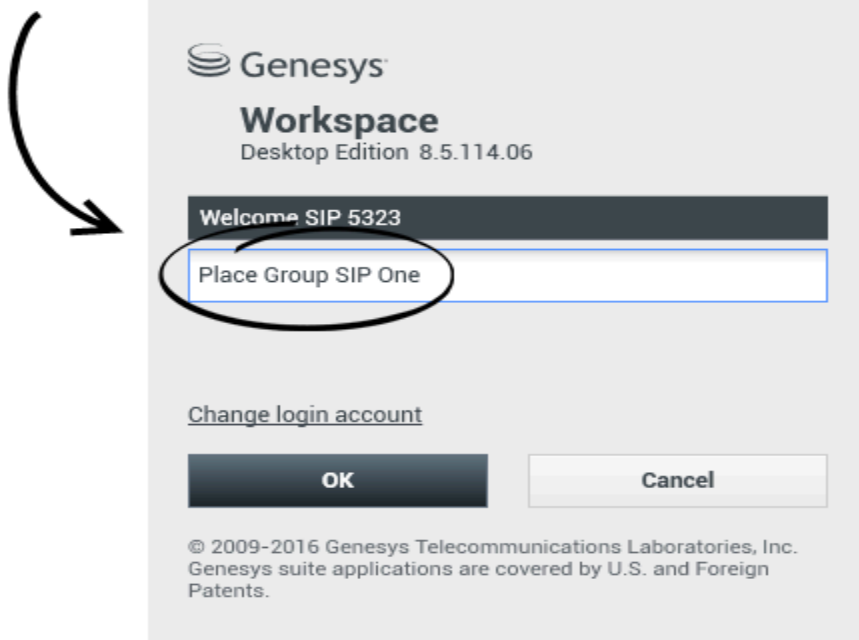


















- **Manage Your Status** (◆◆◆ ◆◆ ◆◆)
- **Main Window Basics** (◆◆ ◆ ◆◆ ◆◆)

◆◆ ◆◆

- **Workspace** ◆◆
- ◆◆◆◆
- ◆◆◆

◆◆ 10◆ ◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆, ◆◆◆◆◆◆◆



































10. ◆◆◆◆, ◆◆◆◆◆◆













- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆◆





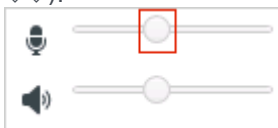




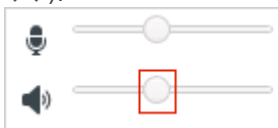
- ◆◆◆◆◆ - ◆◆◆◆◆ (Workspace SIP Endpoint ◆◆◆◆◆ VoIP/SIP ◆◆◆◆◆). ◆◆◆◆◆.



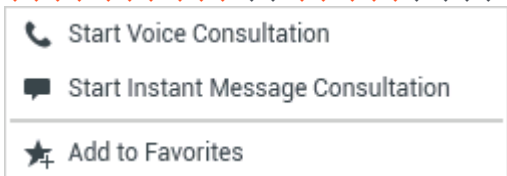
- ◆◆◆◆◆ - ◆◆◆◆◆ (Workspace SIP Endpoint ◆◆◆◆◆ VoIP/SIP ◆◆◆◆◆).



- ◆◆◆◆◆ - ◆◆◆◆◆ (Workspace SIP Endpoint ◆◆◆◆◆ VoIP/SIP ◆◆◆◆◆).



- ◆◆◆◆◆ - ◆◆◆◆◆ (◆◆◆◆◆) ◆◆◆◆◆. ◆◆◆◆◆, ◆◆◆◆◆.



- ◆◆◆◆◆/◆◆◆◆◆ - ◆◆◆◆◆ ◆◆◆◆◆/◆◆◆◆◆.



- ◆◆◆◆◆ - ◆◆◆◆◆ (◆◆◆◆◆) ◆◆◆◆◆. Genesys ◆◆◆◆◆. [◆◆◆◆◆: 8.5.111.21]

- ◆◆◆◆◆ - ◆◆◆◆◆ (◆◆◆◆◆) ◆◆◆◆◆. ◆◆◆◆◆, ◆◆◆◆◆.





















◆◆◆◆

- ◆◆◆◆◆
- ◆◆◆◆
- ◆◆◆◆, ◆◆◆◆◆
- Workspace Desktop Edition** ◆◆◆

◆◆ 10◆◆◆◆

- Workspace Desktop Edition** ◆◆◆
- ◆◆◆
- ◆◆◆
- ◆◆◆◆◆◆◆
- ◆◆◆◆
- ◆◆◆◆
- ◆◆◆◆
- ◆◆◆◆
- ◆◆◆
- ◆◆◆◆◆
- ◆◆◆◆◆, ◆◆◆◆◆◆◆





◆◆◆◆

- ◆◆◆◆
- ◆◆◆◆, ◆◆◆◆◆
- Workspace Desktop Edition ◆◆◆

◆◆ 10◆◆◆◆

1. Workspace Desktop Edition ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆◆, ◆◆◆◆◆◆◆









-  -                              

- 6. ◆◆◆◆
- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆





8. ◆◆◆

9. ◆◆◆◆◆

10. ◆◆◆◆◆, ◆◆◆◆◆◆◆















































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

◆◆◆◆

- [◆◆◆◆◆◆](#)
- [◆◆◆◆◆◆ QA ◆◆](#)

◆◆ 10◆◆◆◆

1. [Workspace Desktop Edition ◆◆◆](#)
2. [◆◆◆](#)
3. [◆◆◆](#)
4. [◆◆◆◆◆◆◆◆](#)
5. [◆◆◆◆](#)
6. [◆◆◆◆](#)
7. [◆◆◆◆](#)
8. [◆◆◆](#)
9. [◆◆◆◆◆](#)
10. [◆◆◆◆◆, ◆◆◆◆◆◆◆◆](#)















- 6. ◆◆◆◆
- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆





















◆◆◆◆

- ◆◆◆◆
- ◆◆◆◆, ◆◆◆◆◆◆
- Workspace Desktop Edition ◆◆◆

◆◆ 10◆◆◆◆

1. Workspace Desktop Edition ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆◆, ◆◆◆◆◆◆◆◆













## Skype For Business

Changing your  
Presence



## Skype For Business

Using the Directory



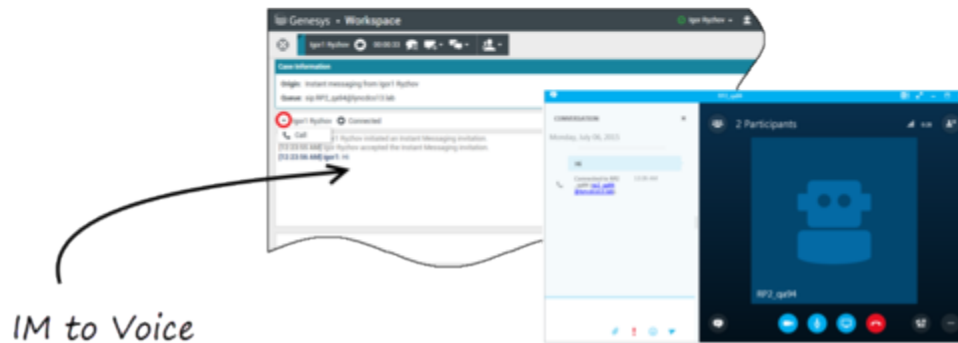
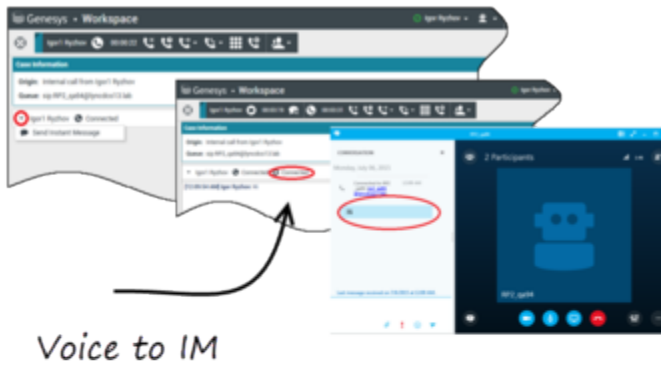
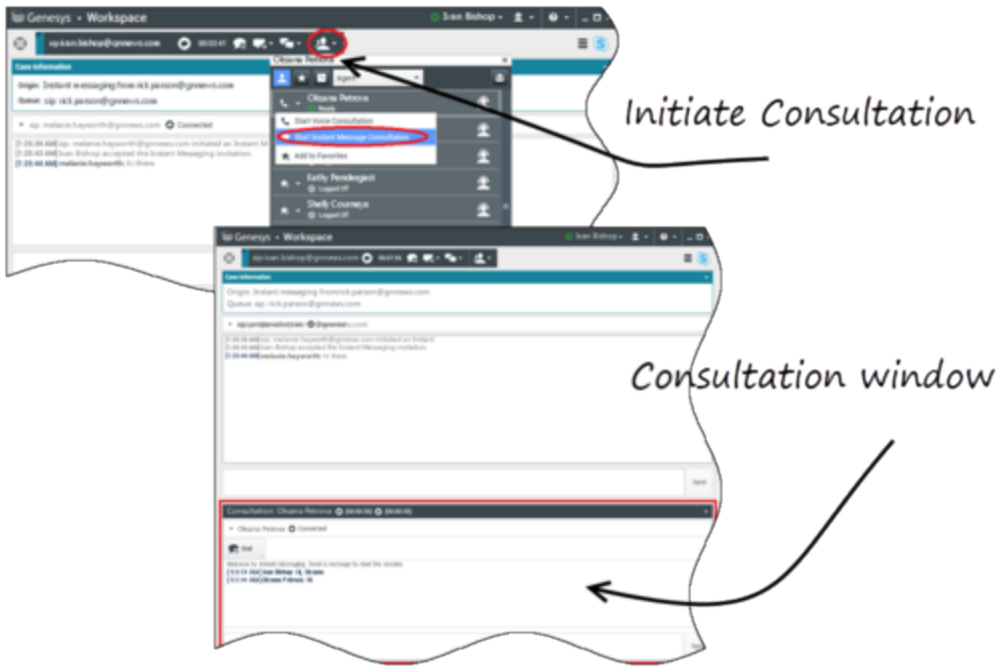


















---

Workspace Desktop Edition Help











Facebook

Facebook (+) Facebook

Facebook

Facebook

Facebook # Facebook Facebook

Facebook

Facebook

Facebook 25px|link=

Facebook

Facebook

Facebook

Facebook

Facebook SMS Interaction Workspace

Facebook (Facebook)

Facebook "Facebook"



- ◆◆◆◆, ◆◆◆◆◆◆
- Workspace Desktop Edition ◆◆◆

◆◆ 10 ◆◆◆◆

1. Workspace Desktop Edition ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆, ◆◆◆◆◆◆◆◆

























- **Basic Use-Case Summary** (◆◆◆◆◆◆◆◆)

◆◆◆◆

- ◆◆◆◆
- ◆◆◆◆, ◆◆◆◆◆◆◆◆
- **Workspace Desktop Edition** ◆◆◆◆

◆◆ 10◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆◆
2. ◆◆◆◆
3. ◆◆◆◆
4. ◆◆◆◆◆◆◆◆
5. ◆◆◆◆◆◆
6. ◆◆◆◆◆◆
7. ◆◆◆◆◆◆
8. ◆◆◆◆◆◆
9. ◆◆◆◆◆◆◆◆
10. ◆◆◆◆◆◆, ◆◆◆◆◆◆◆◆









- 4. ◆◆◆◆◆◆◆◆
- 5. ◆◆◆◆
- 6. ◆◆◆◆
- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆◆, ◆◆◆◆◆◆◆◆

























- 6. ◆◆◆◆
- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆◆◆







- 6. ◆◆◆◆
- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆◆◆





10. ◆◆◆◆, ◆◆◆◆◆◆◆◆◆◆











- 3. ◆◆◆
- 4. ◆◆◆◆◆◆◆
- 5. ◆◆◆◆
- 6. ◆◆◆◆
- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆◆































- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆◆, ◆◆◆◆◆◆◆



□□□□ □□ □□□□□□ □□□□ □□□□□□. □□ □□ □□□ □□□□□ **X**□ □□□□□.

□□ □□

□□ □□ □□□ □□□□□ □□□□ □□ □□ □□ □□/□□□(⊖) □□ □□□ □□□□□.

□□ □□ □□□ □□ □□ □□□ □□□□ □□□ □□□□□ □□□ □ □□□□□. □□ □□ □□□ □□, □□, □□ □□, □□ □□ □□ □□□□□.

□□ □□ □□□□ □□ □□ □□□ □□□ □□ □□□□ □□□□ □□□ □□□□□.

□□□ □□ □□ □□□ □□□ □□□□ □□□□□ □□ □□□ □□ □□(?: □□, □□ □ □□ □)□ □□□□ □□ □□.

□□ □□□ □□□□ □□ □□ □□□ □□□□ □□□□.

- □□ -□□□ □□
- □□□ □□ □□ -□□□ □□ □□ □□□
- □□ -□□□ □□ □□

□□□ □□□ □□□□ □□ □□ □□□ □□□□ □□□□ □□□□.

- □□ - □□□ □□□ □□□□ □□□ □□□□ □□□ □□□□□.
- □□ □□ - □□□ □□□ □□□□ □□□ □□□ □□ □□□ □□□□.
- □□ - □□□ □□□ □□□□ □□□ □□□□ □□□□□.

□□□ □□□ □□□□ □□ □□ □□□□□. □□□ □□□ □□ □□ □□□□ □□ □□ □□ □□□□ □□□ □□ □□□□.

□

□□□ □□ □□□□ Windows □□ □□□□□ □□□ □□□ □ □□□□.

□□ □□ □□□ □□□□ □□□ □□ □□□ □□ □□□□ □□□□□ □□□□□.

□□ □□□ □□□□ □□□□ □□ □□□ □□□(17)□ □□□□ □□□ □□□□□ □□ □□ □ □□ □□ □□□ □□□ □□□.















◆◆ 10 ◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆◆, ◆◆◆◆◆◆◆◆











9. ◆◆◆◆◆

10. ◆◆◆◆, ◆◆◆◆◆◆◆







?? ? ?

- ? ? ? ? ?
- ? ? ? ? ?
- ? ? ? ? ? ? ?
- ? ? ? ? ? ? ? ? ?

?? 10? ? ? ?

1. **Workspace Desktop Edition** ? ? ?
2. ? ? ?
3. ? ? ?
4. ? ? ? ? ? ? ?
5. ? ? ? ?
6. ? ? ? ?
7. ? ? ? ?
8. ? ? ?
9. ? ? ? ? ?
10. ? ? ? ? , ? ? ? ? ? ? ?



◆◆◆◆

- **Workspace** ◆◆
- ◆◆◆
- ◆◆◆

◆◆ 10◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆, ◆◆◆◆◆◆



- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆





- ◆◆◆◆◆◆◆◆◆◆
- ◆◆◆
- ◆◆◆◆◆◆
- ◆◆◆◆◆◆◆◆

## ◆◆ 10◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆◆, ◆◆◆◆◆◆◆◆

















9. ◆◆◆◆◆

10. ◆◆◆◆◆, ◆◆◆◆◆◆◆◆◆◆



- 7. ◆◆◆◆
- 8. ◆◆◆
- 9. ◆◆◆◆◆
- 10. ◆◆◆◆, ◆◆◆◆◆◆









◆◆ 10 ◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆◆, ◆◆◆◆◆◆◆





- ◆◆◆◆, ◆◆◆◆◆

## ◆◆ 10 ◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆◆, ◆◆◆◆◆◆◆







◆◆ 10 ◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆◆, ◆◆◆◆◆◆◆◆



9. ◆◆◆◆◆

10. ◆◆◆◆, ◆◆◆◆◆◆◆





- ◆◆◆◆◆
- ◆◆◆◆◆ QA ◆◆

## ◆◆ 10◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆, ◆◆◆◆◆◆◆























- 
2. ◆◆◆
  3. ◆◆◆
  4. ◆◆◆◆◆◆◆
  5. ◆◆◆◆
  6. ◆◆◆◆
  7. ◆◆◆◆
  8. ◆◆◆
  9. ◆◆◆◆◆
  10. ◆◆◆◆◆, ◆◆◆◆◆◆◆































---

◆◆ 10 ◆◆◆◆

1. **Workspace Desktop Edition** ◆◆◆
2. ◆◆◆
3. ◆◆◆
4. ◆◆◆◆◆◆◆◆
5. ◆◆◆◆
6. ◆◆◆◆
7. ◆◆◆◆
8. ◆◆◆
9. ◆◆◆◆◆
10. ◆◆◆◆, ◆◆◆◆◆◆◆◆









