



Using Avaya Workspaces for AACCC and ACCS

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Chapter 1: Introduction

Purpose

This guide describes the tasks that contact center agents can perform using Avaya Workspaces.

Related resources

Avaya Aura® Contact Center Documentation

The following table lists the documents related to Avaya Aura® Contact Center. Download the documents from the Avaya Support website at <https://support.avaya.com>.

Title	Use this document to:	Audience
Overview		

Table continues...

Title	Use this document to:	Audience
<i>Avaya Aura® Contact Center Overview and Specification</i>	This document contains technical details you need to set up your Contact Center suite. The document contains the background information you need to plan and engineer your system (server preparation information, routing options, licensing configurations, and hardware configuration). The document also contains background information you require to install all software components that are part of and work with Contact Center. General information about considerations for upgrading your existing suite of Contact Center is also included. This document contains strategies and requirements to plan your network configuration and prepare your servers for Contact Center software installations.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center and Avaya Aura® Unified Communications Solution Description</i>	This document describes the solution architecture, suggested topologies, and capacities for the Avaya Aura® Unified Communications platform. This document also describes the features and functional limitations of certain configurations.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center and Avaya Communication Server 1000 Solution Description</i>	This document describes the solution architecture, suggested topologies, and capacities for the Avaya Communication Server 1000 platform. This document also describes the features and functional limitations of certain configurations.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center Documentation Catalog</i>	This document describes available Avaya Aura® Contact Center documentation resources and indicates the type of information in each document.	Customers and sales, services, and support personnel
<i>Avaya Aura® Contact Center Terminology</i>	This document contains definitions for the technical terms specific to Contact Center.	Customers and sales, services, and support personnel

Table continues...

Title	Use this document to:	Audience
<i>Contact Center Performance Management Data Dictionary</i>	This document contains reference tables that describe the statistics and data in the historical and real-time reports generated in Contact Center.	System administrators and contact center supervisors
Implementing		
<i>Avaya Aura® Contact Center and Avaya Aura® Unified Communications Integration</i>	This document contains information and procedures to integrate the Avaya Aura® Unified Communications platform with Contact Center.	Implementation personnel
<i>Avaya Aura® Contact Center and Avaya Communication Server 1000 Integration</i>	This document contains information and procedures to integrate the Avaya Communication Server 1000 platform with Contact Center.	Implementation personnel
<i>Deploying Avaya Aura® Contact Center DVD for Avaya Aura® Unified Communications</i>	This document contains information about Contact Center DVD installation, initial configuration, and verification for the Avaya Aura® Unified Communications platform.	Implementation personnel
<i>Deploying Avaya Aura® Contact Center DVD for Avaya Communication Server 1000</i>	This document contains information about Contact Center DVD installation, initial configuration, and verification for the Avaya Communication Server 1000 platform.	Implementation personnel
<i>Deploying Avaya Aura® Contact Center Software Appliance for Avaya Aura® Unified Communications</i>	This document describes how to deploy the Avaya Aura® Contact Center Software Appliance for the Avaya Aura® Unified Communications platform.	Implementation personnel
<i>Avaya Aura® Contact Center Commissioning for Avaya Aura® Unified Communications</i>	This document contains information for Contact Center preparation, process, initial configuration, and verification of the installation on the Avaya Aura® Unified Communications platform.	Implementation personnel
<i>Avaya Aura® Contact Center Commissioning for Avaya Communication Server 1000</i>	This document contains information for Contact Center preparation, process, initial configuration, and verification of the installation on the Avaya Communication Server 1000 platform.	Implementation personnel
<i>Avaya Aura® Contact Center and Proactive Outreach Manager Integration</i>	This document provides conceptual and procedural information on the integration between Avaya Aura® Contact Center (AACC) and Avaya Proactive Outreach Manager (POM); it describes the tasks required for AACC and POM integration.	Implementation personnel

Table continues...

Title	Use this document to:	Audience
<i>Upgrading and patching Avaya Aura® Contact Center</i>	This document contains information and procedures to upgrade from previous releases to Contact Center, migrating the databases, and information and procedures to download and install service packs.	Implementation personnel and system administrators
Administering		
<i>Avaya Aura® Contact Center Server Administration</i>	This document contains information and procedures for day-to-day maintenance of all servers in the Contact Center suite, including server maintenance tasks, administrative tasks, managing data, configuring data routing, performing archives, and backing up data. It also describes the optional configuration procedures for server configuration.	System administrators
<i>Avaya Aura® Contact Center Client Administration</i>	This document contains information and procedures to configure the users and user access, skillsets, server management, and configuration data in the Contact Center database.	System administrators and contact center supervisors
<i>Using Contact Center Orchestration Designer</i>	This document contains information and procedures to configure script and flow applications in Contact Center Orchestration Designer.	System administrators
Maintaining		
<i>Maintaining Avaya Aura® Contact Center</i>	This document contains routine maintenance procedures such as installing service packs, and maintaining the databases for the Contact Center system.	System administrators and support personnel
<i>Troubleshooting Avaya Aura® Contact Center</i>	This document contains system-wide troubleshooting information and procedures for Contact Center hardware, software, and network.	System administrators and support personnel
<i>Contact Center Event Codes</i>	This document contains a list of errors in the Contact Center suite and recommendations to resolve them. This document is a Microsoft Excel spreadsheet.	System administrators and support personnel
Using		

Table continues...

Title	Use this document to:	Audience
<i>Using Avaya Aura® Contact Center Reports and Displays</i>	This document contains procedures to generate performance reports, and to monitor and analyze performance data and performance measurements.	System administrators and contact center supervisors
<i>Using Agent Desktop for Avaya Aura® Contact Center</i>	This document provides information and procedures for agents who use the Agent Desktop application to accept, manage, and close contacts of all media types in Contact Center.	Contact center agents and supervisors
<i>Using the Contact Center Agent Browser application</i>	This document provides information and procedures for agents who use the Agent Browser application to log on to Contact Center and perform basic tasks.	Contact center agents
<i>Using Avaya Workspaces for AACC and ACCS</i>	This document describes the tasks that Contact Center agents can perform using Avaya Workspaces.	Contact center agents and supervisors

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.
For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.
7. Click **Enter**.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Training

The following online training courses are available for Avaya Workspaces agents.

Course code	Course title	Delivery type	URL
24330W	Using Avaya Workspaces for AACC and ACCS Agents	WBT	www.avaya.com/AACC-ACCS-Agent

Chapter 2: Avaya Workspaces overview

Avaya Workspaces is a browser-based application with which Contact Center agents can handle inbound customer interactions. Avaya Workspaces agents can handle voice, video, email, and chat interactions. Agents can also make outbound calls and create ad-hoc emails. The intuitive user interface provides features for toggling between multiple, simultaneous interactions from different contact types.

Avaya Workspaces enables seamless collaboration with customers, partners, and other users within and outside the organization. It also provides relevant information to agents securely and reliably.

Every customer interaction is displayed as an interaction card. Using interaction cards, agents can:

- Receive the interaction: accept voice, video, email and chat interactions with a single click.
- Hold or resume the voice or video interaction: put an active interaction on hold when you must handle another interaction with a higher priority.
- Consult another agent: seek advice about an interaction.
- Transfer the interaction: send the interaction to another agent interaction area.
- Record activity codes for reporting: select from the configured activity codes to report the type of work done during the interaction.
- Enter disposition codes: select from the configured disposition codes to report the result of the interaction.

For accessibility purposes, Avaya Workspaces is optimized to conform with both Section 508 and WCAG 2.0 AA standards. Avaya Workspaces provides:

- Access to most content and controls by using the keyboard or mouse.
- Alternative text and labels to assist users with screen-readers.
- A color palette that meets requirements for users with visual impairments.

Prerequisites

Procedure

- Ensure that you review the Contact Center Avaya Workspaces installation procedures.
- Supported operating systems:
 - Windows 7 (32-bit and 64-bit) Professional, Ultimate, and Enterprise editions
 - Windows 10 (32-bit and 64-bit)

- Apple Mac OS 10.11+
- Supported browsers:
 - Google Chrome 62 to 71
 - Apple Safari 11, 12
 - Microsoft Edge 41 to 44

Terminology differences

Some UI elements of Avaya Workspaces and Agent Desktop have the same functions, but different names.

Agent Desktop	Avaya Workspaces
Activity code	Work code
Closed Reason code	Disposition code
Work item	Interaction
Top bar	Agent toolbar
Work list window	Interaction area
Pane	Widget
Transfer to skillset	Transfer to service

Chapter 3: Avaya Workspaces User Interface

Avaya Workspaces field descriptions

Agent toolbar

Name	Description
Enter phone number	<p>Used to enter a phone number to make a voice call.</p> <p>You can type digits in the Phone number field and click the  icon to dial the number. To dial the last dialed number, click the  icon.</p> <p> Note:</p> <p>The Enter phone number field is visible only to agents with the voice skillset enabled.</p>

Table continues...

Name	Description
Agent name drop-down	<p>Used to access the following options:</p> <ul style="list-style-type: none"> • Start work: To begin work for the day. After clicking Start work you can begin working on interactions. • Exit: To log out and exit Avaya Workspaces. <p>The Exit option is available only after you click Finish Work.</p> <p>The following options are available from the drop-down arrow next to the agent name after clicking Start work:</p> <ul style="list-style-type: none"> • Go Not Ready: To indicate that the agent is not ready to take a call. The options for the not ready state depend on the reason codes configured by your administrator. <p>You cannot choose specific interaction types on which to go not ready.</p> <p>When you change your state to Not Ready, the visual cue below the toolbar changes to yellow.</p> <p>When you change your state to Not Ready while there are active interactions, the status changes to Not Ready Pending.</p> <ul style="list-style-type: none"> • Go Ready: To indicate you are available to receive interactions. <p>The Go Ready option is available only after you click Not Ready. Go Ready is not available after the first login.</p> <p>When you change state from Not Ready to Ready, the yellow line below the toolbar changes to green.</p> <ul style="list-style-type: none"> • Finish Work: To indicate that you have completed work for the day. <p>When you click Finish Work, the visual cue below the toolbar changes to grey.</p>

Icon	Name	Description
	Call	<p>Call the number you provide.</p> <p> Note:</p> <p>The Call icon is visible only to agents with the voice skillset enabled.</p>
	Request supervisor	<p>Call the supervisor.</p> <p> Note:</p> <p>The Request supervisor icon is visible only to agents with the voice skillset enabled.</p>
	Create email	<p>Create an email.</p>

Table continues...

Icon	Name	Description
	Open Interaction Log	View Interaction logs. The interaction log displays the last 15 interactions, which includes incoming, outgoing, and missed interactions. Avaya Workspaces provides options for call back and clears these logs when the Agent logs out.
	Open Notifications	View Notification logs. Notification logs display the last 15 notifications. Avaya Workspaces clears these notifications after 24 hours.

Interaction area

Icon	Name	Description
	Inbound voice interaction	Indicates an inbound voice interaction.
	Inbound video interaction	Indicates an inbound video interaction.
	Outbound voice interaction	Indicates an outbound voice interaction.
	Outbound video interaction	Indicates an outbound video interaction.
	Outbound email interaction	Indicates an outbound email interaction.
	Alerting chat interaction	Indicates an alerting chat interaction.
	Alerting voice interaction	Indicates an alerting voice interaction.
	Alerting video interaction	Indicates an alerting video interaction.
	Alerting email interaction	Indicates an alerting email interaction.
	Chat interaction	Indicates a chat interaction.
	Email interaction	Indicates an email interaction.
	Video interaction	Indicates a video interaction.
	Accept call	Accepts an inbound voice call.
	Accept video call	Accepts an inbound video call.
	Accept interactions	Accepts a chat and email interaction.
	Hold/Unhold interaction	Pauses or resumes the current interaction. When an active interaction goes on hold, the color of the interaction card changes to blue. When an interaction on hold becomes active, the color of the interaction card changes to green.

Table continues...

Icon	Name	Description
#	DTMF dial	Provides DTMF key inputs for IVR or voicemail. The DTMF dial keypad is available only for voice interactions.
...	More	Provides more options for the interaction. For example, to view more information about the interaction, set an activity or disposition code.
	Send message	Sends message in a chat or email interaction.
	Work code	Displays the work code set for the interaction.
	Disposition code	Displays the disposition code set for the interaction.
	Auto answer	Displayed on interaction when an interaction is or has been auto-answered.
	Transfer Complete as transfer	Transfers an active interaction to another agent. When you click the  icon, Avaya Workspaces displays a field to type the extension to which you want to transfer the interaction.
	Toggle video overlay	Toggles video overlay of the agent.
	Hide video	Hides the agent video.
	Consult Complete as consult	Consult with another agent on the interaction. When you click the  icon, Avaya Workspaces displays a field to type the extension of the agent whom you want to consult on the interaction.
	Conference	Adds the consulted agent to the interaction and begins a conference between the agent working on the interaction card, the consulted agent, and the customer.
	Close	Closes the interaction.

Navigation menu

You can expand the navigation menu to see the description of the icons when required.

Icon	Name	Description
	Home page	Displays the Team and Welcome widgets. The Team widget provides the list of team members and the Search field. The Welcome widget displays the web page that your administrator configures. The Welcome widget does not support the <code>X-Frame-Options: deny</code> HTML tag.

Table continues...

Icon	Name	Description
	Customer Details	<p>Displays the following widgets while active on an interaction:</p> <ul style="list-style-type: none"> • Customer Details: Displays the customer contact details such as name, email, company, address, and phone number. • Interaction Details: Displays information about the interaction such as channel type, originating address, and Contact Id. • Customer History: Displays previous interactions with the customer with the date and time, status, and channel of the customer request and provides access to customer history search. <p>The Destination Address field in the Interaction Details widget displays the number the customer dialed. If it is a DN call, the field name is Agent Address.</p> <p>Agents can view the customer information widgets for all interactions.</p>
	Chat	<p>Displays the following widgets:</p> <ul style="list-style-type: none"> • Chat: Displays messages in the chat interaction. • Suggested Content: Displays frequently used phrases and URLs with information that you can use to process the customer's request through the chat interaction. <p>You can click the phrases and URLs to add them to the chat. You can click the pencil icon to edit phrases before adding them to the chat interaction.</p> <p>This navigation icon is available only when a chat interaction card is in focus.</p>
	Email	<p>Displays the following widgets:</p> <ul style="list-style-type: none"> • Email: Displays the customer email. • Email templates: Displays prepared responses that you can use to process the customer's request quickly through the Email interaction. <p>Avaya Workspaces displays the Suggested Responses widget for an email interaction after you click Reply or Reply All.</p> <p> Note:</p> <p>This navigation icon is available only when an email interaction is in focus.</p>

Table continues...

Icon	Name	Description
	Video	<p>Displays the video widget.</p> <p>* Note: This navigation icon is available only when an video interaction is in focus.</p>
	Screenpop	<p>Displays the Screenpop widget.</p> <p>The Screenpop widget displays external web content that can help an agent to complete the customer interaction.</p> <p>If the external web content is sourced from non-secure sources, the content can be blocked from being displayed in Avaya Workspaces.</p> <p>! Important: To view content that is sourced from HTTP sources when accessing the client over HTTPS, you must configure your browser to accept non-secure content.</p> <p>To accept non-secure content, click the icon to the right of the address bar.</p> <p>Screenpop can be configured to be available for any interaction type.</p>
	Settings	Displays the Settings widget.
	Help	Provides Avaya Workspaces help content.

Text avatars

Avaya Workspaces displays text avatars next to agent names.

The avatar displays the first letter of the agent’s first name and last name.

Avaya Workspaces text avatars support Latin characters only. The following table lists some examples:

Agent’s name	Text displayed in text avatar
Rose Bolton	 <p>Avaya Workspaces displays the first letter of the agent’s:</p> <ul style="list-style-type: none"> • first name • last name

Table continues...

Agent's name	Text displayed in text avatar
1234	 <p>Avaya Workspaces displays the default avatar.</p>
1Yury1	 <p>Avaya Workspaces displays the first alphabetic character in the name.</p>
1Joe1 2Smith2	 <p>Avaya Workspaces displays the first alphabetic character from the agent's:</p> <ul style="list-style-type: none"> • first name • last name

Widgets displayed for different interaction types

Avaya Workspaces displays different interaction widgets depending on the navigation menu item that you click. When you log in, the system displays the Team and Welcome widgets. The following table lists the default widgets displayed for each type of interaction:

Interaction type	Widgets displayed when you accept the interaction
Voice interaction	<ul style="list-style-type: none"> • Customer Details • Customer History • Interaction Details
Video interaction	<ul style="list-style-type: none"> • Customer Details • Customer History • Interaction Details
Chat interaction	<ul style="list-style-type: none"> • Customer Details • Customer History • Interaction Details • Chat • Suggested Content
Email interaction	<ul style="list-style-type: none"> • Customer Details • Customer History • Interaction Details • Email • Email Templates

Chapter 4: Operation

Logging on to Avaya Workspaces

About this task

Use this procedure to log on to Avaya Workspaces to handle customer interactions. Change your status to Ready to indicate that you are available to handle all media types for which you are licensed and configured. If you are assigned to a skillset for a particular contact type, you can receive and create contacts in that contact type. Avaya Workspaces displays the icons of the skillsets you are assigned to on the bottom toolbar.

 **Note:**

You must be logged on to the desktop phone before you log on to Avaya Workspaces.

Procedure

1. Access Avaya Workspaces by typing the URL that you received from your supervisor into your web browser.

The URL is in the format: `http://<MasterIP>:31380/services/UnifiedAgentController/workspaces`, where Master IP is the IP address of the Avaya Workspaces master node.

2. In the **Username** field, type your user name.
3. In the **Password** field, type your password.
4. Click **Sign in**.

Avaya Workspaces displays the Activate Agent screen.

5. In the **Profile** field, select the **Home** profile.
6. Click **Activate**.

Avaya Workspaces displays a blank interaction area with the **Start Work** button, and the Team and Welcome widgets.

7. Click **Start Work**, and from the agent name drop-down list click **Go Ready** to indicate you are ready to handle customer interactions.

 **Note:**

If configured by your administrator, you can go ready automatically after clicking the **Start Work** button.

Using the Welcome widget

About this task

Administrators can configure the Avaya Workspaces welcome widget to open customizable Web page when you start Avaya Workspaces. Agents can use this Web page to perform their work efficiently. For example, the Web page can open the latest sales or marketing campaign that the company is running at that time.

Procedure

Log on to Avaya Workspaces.

The Avaya Workspaces welcome widget appears. You can use the **Open in new window** or **Open in new tab** icons to open the page in a different browser tab or window.

Using the Settings widget

About this task

You can configure your Avaya Workspaces using the Settings widget.

Procedure

1. In the navigation menu, click the  icon.
The system displays the Settings widget.
2. Select the required tab and configure the settings.
For the detailed description of the tabs see [Variable definitions](#) on page 23.
3. Click **Save**.

Variable definitions

Setting	Description
About	Check version, build and other information about your Avaya Workspaces.
Logs	Use this tab to download the logs or upload the logs to a configured location. See Downloading and uploading the Avaya Workspaces logs on page 29.

Table continues...

Setting	Description
General	<p>Use this tab to configure general settings. Select or clear the check boxes next to the following fields:</p> <ul style="list-style-type: none"> • Automatically remove non-numeric characters when pasting into the “Enter Phone Number” field • Show Agent state timer. The agent state timer resets each time the agent changes state.
CRM	Not supported.
Email signature	<p>Use this tab to create a signature for outgoing emails. See Creating an HTML email signature on page 49 and Creating a plain email signature on page 50.</p>
Audio	<p>Use this tab to change the audio notifications settings. Select or clear the check boxes next to the following fields:</p> <ul style="list-style-type: none"> • Select all • System notifications • Incoming Call notifications • Incoming Video notifications • Incoming Chat notifications • Incoming Email notifications • DTMF
Notifications	<p>Use this tab to change the desktop notification settings. The user can choose which type of notifications they receive when Avaya Workspaces is not in focus or is minimized. Select or clear the check boxes next to the following fields:</p> <ul style="list-style-type: none"> • Alerting Interactions. Select the Alerting Interaction check box if you want a desktop notification to appear when an interaction is alerting on Avaya Workspaces. • Incoming Messages. Select the Incoming Messages check box if you want a desktop notification to appear when you receive messages during an interaction.
Language	<p>Use this tab to change the language of your Avaya Workspaces interface. Select the preferred language from the drop-down list.</p>

Using the Customer Details widget

About this task

Verify customer information by reviewing the information that is displayed on the Customer Details widget. The Customer Details widget displays customer details, history of recent customer interactions and interaction details.

Note:

The Customer Details icon appears on the navigation menu only after you accept an interaction.

The Customer Details widget consists of three widgets:

- **Customer Details.** Use this widget to verify customer contact information, such as name, email address, and phone number.
- **Customer History.** Use this widget to view information about all previous interactions with the customer, such as channel type, originating address, and Contact Id.
- **Interaction Details.** Use this widget to view the information about the interaction, such as date, time, status, and channel of the customer request.

Procedure

1. Accept an interaction.
2. On the navigation menu of Avaya Workspaces, click the **Customer Details** icon.
The Customer History widget appears.
3. View the **Customer Details**, **Customer History** and **Interaction Details** widgets to verify customer information.

Keyboard shortcuts

Shortcut key	Description
Ctrl+Shift+/ Ctrl+Alt+,	Show or hide the list of shortcut keys. Open Settings Page
Ctrl+Alt+.	Open Help Page
Ctrl+Alt+k	Start Work
Ctrl+Alt+l	Finish work.
Ctrl+Alt+o	Go Ready.
Ctrl+Alt+p	Go Not Ready.
Ctrl+Alt+j	After Call Work.
Ctrl+Alt+x	Exit or sign out.

Table continues...

Shortcut key	Description
Ctrl followed by a	Accept an interaction.
Ctrl followed by x	Close an interaction.
Ctrl+Shift+h	Hold or unhold interaction.
Ctrl followed by h	Toggle consult hold.
Ctrl followed by t	Transfer interaction.
Ctrl+Shift+m	Display the menu for more options from the interaction card.
Ctrl followed by d	Display the menu for dial pad from the interaction card.
Ctrl followed by c	Display the menu for consult from the interaction card.
Ctrl followed by g	Complete the consultation as a conference.
Ctrl followed by e	Extend ACW.
Ctrl followed by z	Complete ACW.
Widget area shortcuts	
Alt+Up arrow key	Select the previous widget.
Alt+Down arrow key	Select the next widget.
Sidebar area shortcuts	
Ctrl followed by w	Select the previous item on the left sidebar.
Ctrl followed by s	Select the next item on the left sidebar.
Workcard selection	
Ctrl followed by .	Select the next interaction card that can be focused.
Ctrl followed by ,	Select the previous interaction card that can be focused.

Changing your status to Ready

About this task

Change your status to Ready after you log on to Avaya Workspaces and are ready to accept interactions.

Procedure

1. In the Avaya Workspaces toolbar, click your name.
2. Click **Go Ready**.

The agent status changes to Ready.

Changing your status to Not Ready

About this task

Change your status to Not Ready when you are unavailable to receive interactions. When you change your status to Not Ready, you must select a Not Ready Reason code.

Your supervisor or administrator configures codes for Not Ready Reasons. Administrators define Not Ready Reason codes in Contact Center Manager Server. Not Ready Reason codes can be alphanumeric. Avaya Workspaces displays the Not Ready Reason codes list.

Procedure

1. In the Avaya Workspaces toolbar, click your name.
2. Click **Go Not Ready** and select a code from the drop-down list.

The agent status changes to Not Ready for all contact types.

Changing to Not Ready status when on an interaction

About this task

Change your status to Not Ready while active on an interaction to indicate that you are not ready to accept interactions when the current interaction is complete. When you change your status to Not Ready, you must select a Not Ready Reason code.

Procedure

1. While active on a contact, in the Avaya Workspaces toolbar, click your name.
2. Click **Go Not Ready** and select a code from the drop-down list.

The status changes to Not Ready Pending and Not Ready Pending appears in the toolbar. After you end the interaction your status changes to Not Ready.

Using the After Contact Work time

About this task

Use this feature to record the time spent on activities that are done after the interaction ends. For example, adding notes or dispositions to the interaction. After the interaction ends, agents can enter the After Contact Work state for a predefined interval. Your administrator configures the After Contact Work time.

Procedure

1. In the After Contact Work state, complete the work on the interaction.
2. Close the After Contact Work card or extend the After Contact Work time if required.

Entering an activity code

About this task

You can enter one or more activity codes during calls. Activity codes provide a method to track the time that agents spend on various types of calls. For example, you can enter a Sales activity code in Avaya Workspaces during a sales-related call.

Your supervisor or system administrator configures activity codes. Administrators define activity codes in Contact Center Manager Server. Activity codes can be alphanumeric. Avaya Workspaces displays the activity codes list.

Avaya Workspaces displays the **Work Codes** menu on the interaction based on your Contact Center configuration. Administrators can configure activity codes that correspond to a contact type and a skillset.

 **Note:**

Avaya Workspaces refers to activity codes as work codes.

Procedure

1. Select the interaction.
2. Click the ... icon.
3. From the **Work Codes** drop-down list, select or type the activity code.

Entering a disposition code

About this task

Use disposition codes to report the outcome of the interaction. You can set a disposition code for every interaction while the interaction is active or immediately after the interaction ends during After Contact Work time. Your supervisor or system administrator configures disposition codes.

 **Note:**

Avaya Workspaces refers to Closed Reason Codes as disposition codes. Disposition codes are not available for voice and video interactions.

Procedure

1. Select the interaction.
2. Click the ... icon.
3. Click the **Disposition Codes** menu, select a disposition code.

Downloading and uploading the Avaya Workspaces logs

About this task

Avaya Workspaces assists support staff by gathering all logs and allowing you to download the logs or upload the logs to a configured location.

Procedure

1. Log in to Avaya Workspaces.
2. In the navigation menu, click  icon.
The system displays the Settings widget.
3. Click the **LOGS** tab.
4. Select the time period for which you want to view logs.
5. Click one of the following:
 - **DOWNLOAD**: The system downloads a zip file with the log files for Avaya Workspaces to the Downloads folder in your browser. You can then share or send an email with the logs to your Supervisor or support personnel.
 - **UPLOAD**: The system automatically uploads a zip file with the logs for Avaya Workspaces to a pre-configured central storage location set by your administrator. Note the date and time when you click **UPLOAD**. You must share the date and time of the upload with your Supervisor or support personnel so that they can identify and retrieve the logs.

Accessing online help

About this task

Access online help when you need immediate help to perform tasks.

Procedure

On the Avaya Workspaces navigation menu, click the  icon .

Calling your supervisor

About this task

Use this procedure to call your supervisor, either while idle or while on a customer call.

If you call your supervisor while on a customer call, the current call is automatically placed on hold and Avaya Workspaces initiates a new unrelated call to your supervisor. You cannot conference or join these two calls.

 **Note:**

The calling a supervisor option is available only for agents with voice skillset enabled.

Procedure

On the Agent toolbar, click the Request Supervisor icon (👤↑).

Avaya Workspaces makes an outbound voice call to the supervisor, and the supervisor is alerted.

Logging out of Avaya Workspaces

Before you begin

- Ensure that you do not have an interaction open. If an interaction is open, you must close the interaction before you log out of Avaya Workspaces.

About this task

When you finish work, use the following procedure to log off from Avaya Workspaces.

Procedure

1. In the Avaya Workspaces toolbar, click your name.
2. From the drop down list, click **Finish work**.
The button changes to Connected and Connected appears in the title bar.
3. In the Avaya Workspaces toolbar, click your name and click **Exit** to exit Avaya Workspaces.

Chapter 5: Voice interactions

Use Avaya Workspaces to perform the following tasks when you handle a voice interaction:

- Accept and decline incoming calls
- Enter an Activity code
- Place calls on and off hold
- Transfer a call to another party
- Conference a call
- End a call
- Call a supervisor
- Make a call
- Enter DTMF Digits

Avaya recommends that you use Avaya Workspaces to perform all telephony tasks, such as logging on or off, changing your status to Ready or Not Ready, accepting or rejecting a call, placing a customer on hold, transferring a customer, calling a supervisor, and releasing a call.

The Customer Details widget shows a history of all past voice calls for a contact.

Important:

You must not use your desktop phone or Avaya Workspaces to make a call, transfer a call, or conference a call to a phone number that is:

- routed to a CDN (Route Point).
- converted to a CDN (Route Point). For example, when using digit manipulation on the call server.
- call forwarded to a CDN (Route Point).

You can use your desktop phone or Avaya Workspaces to make calls, transfer a call, or conference directly to a CDN (Route Point).

Desktop phone behavior

Agents using Avaya Workspaces to handle voice contacts can also have a desktop phone at their workstation. The desktop phone displays information when a call presents to the agent. Typically, this information includes:

- The Contact Center CDN number as the calling party.

- The name of the skillset that queued the call.

Accepting a call

Before you begin

- Ensure that your status is **Ready**.
- Ensure that you are assigned to a skillset for handling voice interactions.

About this task

Accept and work with voice interactions. The relevant interaction controls become active and the call timer appears on the interaction.

If your administrator has configured your Contact Center to run in the Call Force Delay mode, you must handle all contacts presented to you.

Procedure

On the new alerting interaction, click the **Accept** interaction control.

Avaya Workspaces displays the Customer Details, Customer History, and Interaction Details widgets.

Declining a call

Before you begin

- Ensure that you have a skillset designated to handle voice interactions.

About this task

Decline a call if you want to reject the contact and place the contact back in the queue. The contact is then queued to another agent and your status becomes Not Ready. You cannot receive new incoming interactions until you change your status to Ready.

Procedure

On the Avaya Workspaces, select the new interaction and click **Reject**.

Placing a call on hold

About this task

Place a call on hold to interrupt your current call. When you want to speak to the caller again, release the call from hold.

Procedure

1. Select the interaction.
2. Click the **Hold** icon.

The color of the interaction card changes to blue.

Taking a call off hold

About this task

Take a call off hold when you want to speak to the caller again.

Procedure

1. Select the interaction.
2. Click the **Unhold** icon.

The call is taken off hold, and the color of the interaction card changes to green.

Transferring a call

About this task

You can transfer a voice interaction to another agent using a supervised transfer. In a supervised transfer, you must speak to the third party before transferring the call.

Note:

If you are transferring a call to a voice mail system, you must ensure that the correct DTMF tones are transferred to the voice mail system.

Procedure

1. On the interaction, click the **Transfer** icon.
2. In the **Enter Extension** field, type the extension to which you want to transfer the voice interaction and click the **Transfer Call** icon.

Or

From the **Team** or **Enterprise Directory** lists, select a contact to transfer the call using the click-to-transfer function.

3. Avaya Workspaces displays a new interaction card joined to the existing interaction card with options to hold or to complete the transfer.
4. On the new interaction card, click the **Complete as Transfer** icon to transfer the call.

The call is transferred to the third party and both interaction cards disappear on Avaya Workspaces.

Consulting another agent or supervisor

About this task

Use this procedure to add another agent or supervisor to the interaction.

When you consult another party, Avaya Workspaces places the interaction with the customer on hold. After you speak to the other party, you can resume the conversation.

Procedure

1. On the interaction, click the **Consult** icon to place the customer on hold.
2. In the **Enter Extension** field, type the extension of the party you want to consult and click the **Click to call** icon.

Or

From the **Team** or **Enterprise Directory** lists, select a contact to consult.

3. Avaya Workspaces makes an outbound voice call to the extension that you provided.

Avaya Workspaces displays a new interaction card joined to the existing interaction card with options to hold or to complete the call.

4. Speak with the other party.
5. Click **Complete as consult** to take the customer off hold and conference in the customer and the other party.

Ending a call

About this task

End a call when a call is completed. If your status was Ready before the call, your status is automatically set to Ready, when you end the call.

Procedure

On the interaction, click the **End** icon.

Making a call

About this task

Make a call using Avaya Workspaces.

Procedure

Make a voice call using one of the following options:

- In the **Enter phone number** field, type a phone number or contact name. Click the **Call** icon.
- Click the **Redial** icon to dial the last dialed number.
- Click the Customer Details widget and click the **Dial** icon.

Using DTMF digits

About this task

Use the DTMF feature if you need to navigate through a Contact Center menu or dial numbers to access voice messages during a call.

Procedure

1. On the interaction, click the **DTMF** icon.
2. Enter the numbers on the keypad that appears.

Making a call while on an existing voice call

About this task

Make a new voice call while you already have an existing voice call on Avaya Workspaces. The existing interaction is automatically put on hold. You can work on one voice call at a time; the other calls are placed on hold.

Procedure

In the **Enter phone number** field, type a phone number or contact name and click the **Call** icon.

The phone number is dialed. A new interaction is added to the work list and the call timer on the interaction starts to increment. After the second call or optionally a third call is originated, each interaction appears on Avaya Workspaces individually. Avaya Workspaces automatically puts the existing calls on hold.

Accepting an inbound voice call while on an existing skillset voice call

About this task

Accept and work with a second voice call. The relevant interaction controls become active and the call timer appears on the interaction.

Procedure

Select the new alerting interaction and click the **Accept** icon.

The existing interaction is automatically put on hold. You can work on one voice call at a time; the other calls are placed on hold.

Chapter 6: Video interactions

You can watch video calls on Avaya Equinox® or Avaya Vantage™, however you need Avaya Workspaces to control them. This chapter describes how to use Avaya Workspaces to handle video interactions.

Handling video interactions is a licensed feature with per seat agent licensing. Agent must be configured with the video contact type and a video skillset.

Use Avaya Workspaces to perform the following tasks when you handle a video interaction:

- Accept and decline incoming video calls
- Enter an Activity code
- Place video calls on and off hold
- Transfer a video call to another party
- End a video call
- Enter DTMF Digits

 **Note:**

The conference functionality is not available for video calls, however the **Consult** button is enabled. Do not use the **Consult** button to initiate a conference while working with video interactions.

When working with video interactions, you must use Avaya Workspaces to perform all tasks, such as logging on or off, changing your status to Ready or Not Ready, accepting or rejecting a call, placing a customer on hold, transferring a customer, calling a supervisor, and releasing a call.

 **Important:**

You must not use Avaya Workspaces to phone, transfer a call, or conference a call to a phone number that is:

- routed to a CDN (Route Point).
- converted to a CDN (Route Point). For example, when using digit manipulation on the call server.
- call forwarded to a CDN (Route Point).

You can use Avaya Workspaces to transfer a video call or phone directly to a CDN (Route Point).

Desktop phone behavior

Agents using Avaya Workspaces to handle video contacts can also have a desktop phone at their workstation. The desktop phone displays information when a call presents to the agent. Typically, this information includes:

- The Contact Center CDN number as the calling party.
- The name of the skillset that queued the call.
- Displays the video call.

Accepting a video call

Before you begin

- Ensure that your status is **Ready**.
- Ensure that you are assigned to a skillset for handling video interactions.

About this task

Accept and work with video interactions. The relevant interaction controls become active and the call timer appears on the interaction.

If your administrator has configured your Contact Center to run in the Call Force Delay mode, you must handle all contacts presented to you.

Procedure

On the new alerting interaction, click the **Accept** interaction control.

Avaya Workspaces displays the Customer Details, Customer History, and Interaction Details widgets.

Declining a video call

Before you begin

- Ensure that you have a skillset designated to handle video interactions.

About this task

Decline a call if you want to reject the contact and place the contact back in the queue. The contact is then queued to another agent and your status becomes Not Ready. You cannot receive new incoming interactions until you change your status to Ready.

Procedure

On the Avaya Workspaces, select the new interaction and click **Reject**.

Placing a video call on hold

About this task

Place a video call on hold to interrupt your current call. When you want to speak to the caller again, release the video call from hold.

Procedure

1. Select the interaction.
2. Click the **Hold** icon.

The color of the interaction card changes to blue.

Taking a video call off hold

About this task

Take a video call off hold when you want to speak to the caller again.

Procedure

1. Select the interaction.
2. Click the **Unhold** icon.

The video call is taken off hold, and the color of the interaction card changes to green.

Transferring a video call

About this task

You can transfer a video interaction to another agent using a supervised transfer. In a supervised transfer, you must speak to the third party before transferring the video call.

Note:

If you are transferring a video call to a voice mail system, you must ensure that the correct DTMF tones are transferred to the voice mail system.

Procedure

1. On the interaction, click the **Transfer** icon.
2. In the **Enter Extension** field, type the extension to which you want to transfer the video interaction and click the **Transfer Call** icon.

Or

From the **Team** or **Enterprise Directory** lists, select a contact to transfer the video call using the click-to-transfer function.

3. Avaya Workspaces displays a new interaction card joined to the existing interaction card with options to hold or to complete the transfer.
4. On the new interaction card, click the **Complete as Transfer** icon to transfer the video call.

The video call is transferred to the third party and both interaction cards disappear on Avaya Workspaces.

Consulting another agent or supervisor

About this task

Use this procedure to consult with another agent or supervisor on the interaction.

When you consult another party, Avaya Workspaces places the interaction with the customer on hold. After you speak to the other party, you can resume the conversation.

Procedure

1. On the interaction, click the **Consult** icon to place the customer on hold.
2. In the **Enter Extension** field, type the extension of the party you want to consult and click the **Click to call** icon.

Or

From the **Team** or **Enterprise Directory** lists, select a contact to consult.

3. Avaya Workspaces makes an outbound call to the extension that you provided.

Avaya Workspaces displays a new interaction card joined to the existing interaction card.

4. Speak with the other party.

Ending a video call

About this task

End a video call when a video call is completed. If your status was Ready before the video call, your status is automatically set to Ready, when you end the video call.

Procedure

On the interaction, click the **End** icon.

Using DTMF digits

About this task

Use the DTMF feature if you need to navigate through a Contact Center menu or dial numbers to access voice messages during a call.

Procedure

1. On the interaction, click the **DTMF** icon.
2. Enter the numbers on the keypad that appears.

Making a call while on an existing video call

About this task

Make a new voice call while you already have an existing video call on Avaya Workspaces. The existing interaction is automatically put on hold. You can work on one voice call at a time; the other calls are placed on hold.

Procedure

In the **Enter phone number** field, type a phone number or contact name and click the **Call** icon.

The phone number is dialed. A new interaction is added to the work list and the call timer on the interaction starts to increment. After the second call or optionally a third call is originated, each interaction appears on Avaya Workspaces individually. Avaya Workspaces automatically puts the existing calls on hold.

Chapter 7: Chat interactions

Contact Center provides two services for web chat: Web Communications text chat and Enterprise Web Chat (EWC). Avaya Workspaces supports EWC only. EWC is a licensed feature.

This chapter describes how to handle chat interactions. You can use the following chat features to communicate directly with customers in real time over the Internet using Avaya Workspaces:

- Accept or decline an incoming chat interaction
- Review customer information
- Send an automated response
- Push a URL
- Transfer a chat session
- Check the time of the most recent customer action and whether the customer is currently typing a message
- End a chat session

Accepting a chat interaction

Before you begin

- Ensure that your status is set to Ready.
- Ensure that you are assigned to a skillset for handling chat interactions.

About this task

An agent and a customer can use the text chat component of the Avaya Workspaces to conduct a two-way conversation by exchanging messages. Accept a chat interaction to communicate privately with a customer in real time over the Internet.

A customer requests a chat session by clicking the **Live Chat** icon on the website. The customer is presented with a form to fill in and select the appropriate skillset, subject, and objective for their chat session. The customer is then placed into Web-on-hold, or a similar treatment configured in your Contact Center, while waiting for an agent to accept their chat request.

The Chat Widget displays a complete record of the conversation as well as any URLs that you preview or push to the customer.

After you accept the interaction, the Chat widget appears. The Chat widget contains two widgets: Chat and Suggested content. When an interaction is active, you can also use the Customer

Details widget to view the customer information, the most recent message sent by the customer, whether the customer's browser is still connected to the session, and whether the customer is currently typing a message. See [Using the Customer Details widget](#) on page 25.

When working on chat interactions, you can do the following using Avaya Workspaces:

- Send the Message — Add your text from the **Type a message** field to the Chat widget.
- Add the selected auto-phrase — Add the selected auto-phrase to the Chat widget using the **Phrases** tab on the Suggested Content widget.
- Edit the selected auto-phrase — Modify the selected auto-phrase before you send it to a customer using the **Phrases** tab on the Suggested Content widget.
- URLs — Send a selected URL to a customer using the **URLs** tab on the Suggested Content widget.

Procedure

On the interaction, click **Accept**.

Note:

Your site administrator configures the maximum number of additional interactions you can manage.

Declining a chat interaction

About this task

Decline a chat interaction when you are not available to chat with a customer and you want to return the interaction to the queue.

Procedure

On the interaction, click **Reject**.

The interaction returns to the queue and into Web-on-hold. Your status is set to Not Ready.

Sending a chat message

About this task

Send a chat message to communicate privately with a customer in real time over the Internet.

Procedure

1. Type the message.
2. Click the **Send message** icon or press the `Enter` key.

*** Note:**

If the customer sends a message and you do not respond within a configured time, Avaya Workspaces automatically sends a comfort message to the customer. The comfort message indicates that you are working on the customer's request.

If you manually scroll up in the chat interaction, and a new message arrives, the window does not automatically scroll to the bottom. Instead, the interaction shows a New Message indicator. You can then click the New Message indicator or use the scroll bar to move to the latest message received.

Using the Suggested Content widget

About this task

You can use the Suggested Content widget to send an automatic phrase or a URL to a customer. You can also edit a suggested phrase before you send it to a customer.

*** Note:**

The suggested content must be set by your administrator.

Procedure

1. When on a chat interaction, click the phrase on the Suggested Content widget.
The system sends the suggested phrase to a customer.
2. To modify a suggested phrase, do the following:
 - a. Click the **Edit** icon next to a suggested phrase.
The system displays the phrase in the **Type a message** field.
 - b. Edit the phrase and click **Send**.
3. To use a URL from the Suggested Content widget in the chat, click the URLs tab, and click the URL to add to the chat.

Transferring a chat interaction to a skillset

About this task

You can transfer a chat interaction to a skillset, if your administrator allows.

The agent who answers the transferred interaction views all the messages that were previously sent by the customer and the previous agent.

! **Important:**

Transfer to a skillset is a single-step transfer. After you select the skillset to which you want to transfer, you are dropped from the interaction. You cannot transfer an interaction to a skillset that does not have active agents.

Procedure

1. On the chat interaction, click the **Transfer** icon.
2. From the **Services** list, select the skillset to transfer the chat interaction to.
Avaya Workspaces queues the interaction to the selected skillset.

Closing the chat interaction

About this task

Close the chat interaction when the interaction is complete. The chat history is saved automatically.

Procedure

1. If disposition is required, select one of the configured **Disposition codes** that best describes the output of the chat interaction.
2. Click the **Close** icon.

Chapter 8: Email interactions

Use Avaya Workspaces to perform the following tasks when you handle an email interaction:

- Accept or decline the incoming email interaction
- Review and update customer information
- Send a reply
- Add an attachment
- Use email templates when sending email
- Insert a signature
- Finish an email interaction
- Transfer an interaction
- Create a new email message

Accepting an incoming email interaction

About this task

Accept an incoming email interaction, when you are ready to receive the customer's email and begin an interaction with a customer. Avaya Workspaces displays the Email widget. The new incoming email interaction appears in the interaction area.

Procedure

On the Avaya Workspaces, click **Accept**.

The email message opens in the Email widget.

Declining an incoming email interaction

About this task

Decline an incoming email interaction if you cannot handle the email message. The new incoming email interaction disappears from the interaction area.

Procedure

On Avaya Workspaces, click **Reject**.

The interaction returns to the queue.

Replying to an email interaction

About this task

Reply to an email interaction when a customer sends an email message to the Contact Center requesting a response. Create a response to a customer in the same format as the original request.

You can use several features on the Avaya Workspaces interface to help you to create your email response:

- email templates
- an automatic signature
- an attached file

Procedure

1. On Avaya Workspaces, in the Email widget, click **Reply**.
2. In the Email widget, in the **To** and **Cc** fields, type additional email addresses to whom you want to send the email. The default email address is the address from which the message was sent, and appears automatically in the **To** field.
3. If you want to send a copy of an e-mail message to a recipient without notifying other recipients that it was done, click **Add Bcc** and type an email address in the **Bcc** field.
4. In the **Subject** box, edit the subject if required.
5. In the message body, type the response to the customer query.

You can edit your message using the editing tools. See [Email editing tools](#) on page 48.

6. To add an attachment to the email response, click **Attach File** and choose the file to attach.

After you attach a file, Avaya Workspaces displays the name of the attached file in the **Uploaded attachments** section. Click the **X** icon next to the attached filename to delete the file.

7. To insert an automatic signature to the email message, click **Insert Signature**.

If no email signatures are available, this field is disabled. See [Creating an HTML email signature](#) on page 49 and [Creating a plain email signature](#) on page 50.

If configured, Avaya Workspaces automatically inserts the signature.

8. To use a response from the Email Templates widget, click the response.

Avaya Workspaces adds the response template to the email.

9. You can also use any of the following options from the navigation menu:

- : To view information about the customer.
- : To access an external website configured for a Screenpop.

10. To view more information about the interaction, click the **...** icon, and click the **Interaction Details** menu.

11. When you are ready to reply to the customer, click **Send**.

12. Close the interaction.

If required, select a disposition code for the interaction.

Email editing tools

Icon	Description
B	Makes the font bold.
<i>I</i>	Makes the font italic.
<u>U</u>	Underlines the text.
Aa	Changes the font size. You can choose from small, normal, large or huge font sizes.
	Inserts a numbered list in the text.
	Inserts a bulleted list in the text.
	Transforms the text into a quote.
	Inserts a link in the text.
	Aligns the text left.
	Centers the text.
	Aligns the text right.
	Cancel the last action.
	Restores the last action.

Creating an email message

Before you begin

- Ensure that you are assigned to an email skillset.

About this task

Create an email message to send to a customer.

Procedure

1. On the Avaya Workspaces navigation menu, click the **Email** icon.
2. In the **From** field, select the email originator from the dropdown list.
3. In the **To** field, type the email address to which you want to send the email.
4. In the **Cc** and **Bcc** fields, type additional email addresses.
5. To add an attachment to the email, click **Attach Files** and choose the file to attach.

After you attach a file, the system displays the name of the attached file in the **Uploaded attachments** section. Click the **X** icon next to the attached filename to delete the file.

6. Click **Insert signature** to insert an email signature.

If no email signatures are available, this field is disabled.

If configured, Avaya Workspaces automatically inserts the signature.

7. Click **Send**.

Avaya Workspaces searches the database for the customer's email address. If the customer does not exist in the database, a new customer record is created.

The interaction disappears.

Creating an HTML email signature

About this task

Use the following procedure to add, modify, or delete HTML email signatures. Avaya Workspaces supports one HTML signature and one plain text signature for each agent. You can add signatures to the bottom of outgoing email messages.

Procedure

1. In the navigation pane, click the Settings icon (⚙️).
Avaya Workspaces displays the Settings widget.
2. Click the **Email Signature** tab.
3. Click **HTML**.
4. Add the content of the signature.
5. Set the formatting of the content, such as the font style, font color, and font size.
6. Select the **Automatically insert my signature in all emails** check box to automatically add signatures to all emails.
7. Click **Save**.

8. To modify the signature, update the content, style, or size depending on the type of signature and click **Save**.
9. To delete the signature, clear the content and clear the **Automatically insert my signature in all emails** check box.
10. Click **Save**.

Creating a plain email signature

About this task

Use the following procedure to add, modify, or delete email signatures. Avaya Workspaces supports one HTML signature and one plain text signature for each agent. You can add signatures to the bottom of outgoing email messages.

Procedure

1. In the navigation pane, click the Settings icon (⚙️).
Avaya Workspaces displays the Settings widget.
2. Click the **Email Signature** tab.
3. Click **Plain**.
4. Add the content of the signature.
5. Select the **Automatically insert my signature in all emails** check box to automatically add signatures to all emails.
6. Click **Save**.
7. To modify the signature, update the content and click **Save**.
8. To delete the signature, clear the content and the **Automatically insert my signature in all emails** check box.
9. Click **Save**.

Closing the email interaction

About this task

Close the email interaction when the interaction is complete. When you close an interaction, you can select a disposition code.

Procedure

1. If dispositions are required, select one of the configured **Disposition codes** that best describes the output of email interaction.

2. Click the **Close** icon to complete the interaction.

Transferring an email interaction within the Contact Center

About this task

You can transfer an email interaction to another skillset within the Contact Center.

When you transfer an interaction to a skillset, you also transfer ownership of the interaction. Avaya Workspaces automatically forwards the entire interaction, including any attachments.

Procedure

1. On the email interaction, click the **Transfer** icon.
2. From the **Services** list, select the skillset to transfer the email interaction to.
Avaya Workspaces queues the interaction to the selected skillset.

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