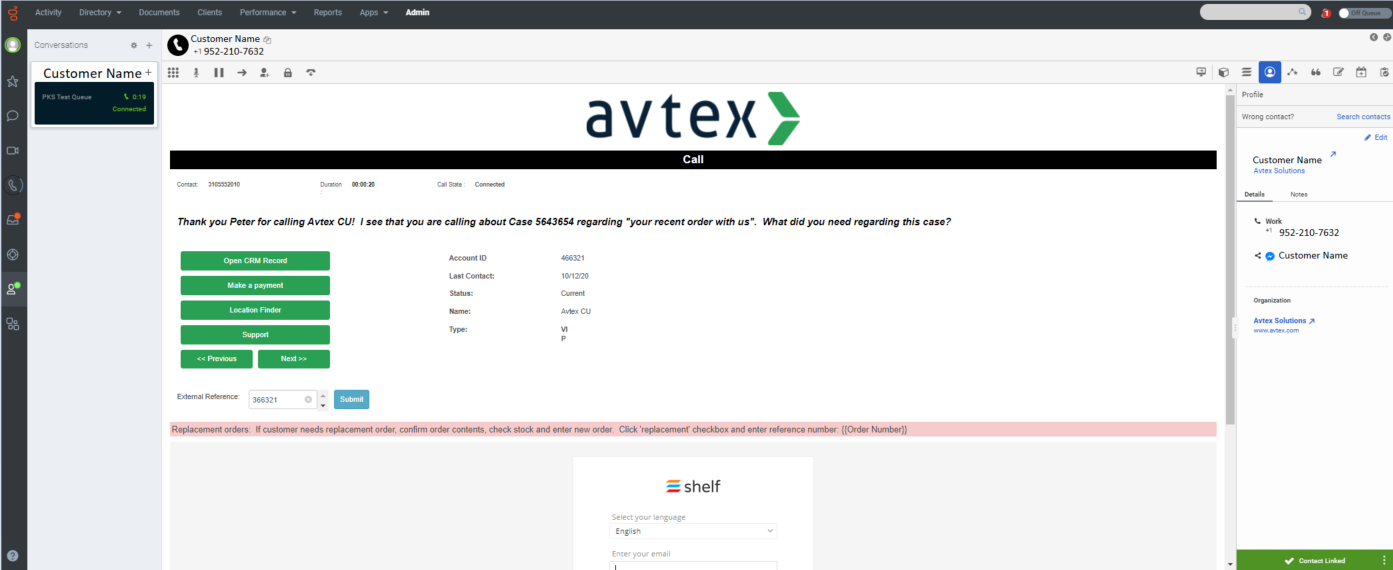
Agents use a single desktop to unify all engagements across channels voice and digital (email, SMS, web chat, social messaging), including advanced engagement features like co-browsing, screen share and file sharing. The omnichannel agent desktop eliminates the need to context switch and gives agents convenience and personalization they expect. Agents benefit from everything the brand knows about the customer including profile information and conversation notes. In addition, agents can easily review past interactions as well as third-party apps or transactions through the customer journey visualization panel to immediately understand what is relevant and eliminate unwanted repetition. The omnichannel agent desktop reduces wrap-up time for agents with a panel to capture last notes and conversation status and codes.

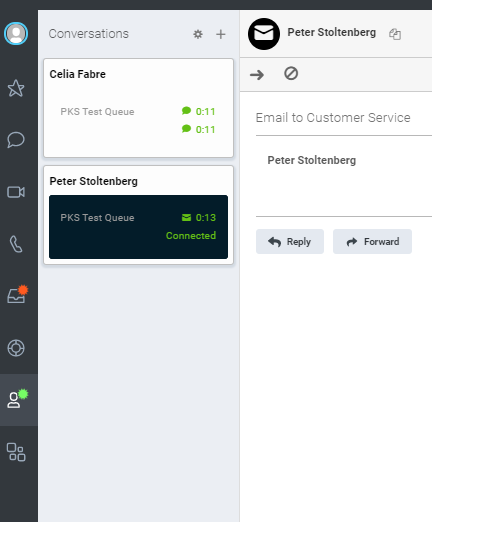
The omnichannel engagement desktop provides agents with configurable agent assistance including — a searchable response management panel as well as fully configurable agent scripts panel presenting the agent with recommended responses and next steps to take during an interaction including the ability to capture customer data as necessary and even trigger next best action inside the platform or in integrated third-party systems such as CRM.



Finally, the agent desktop is designed as an extensible interface to augment the agent desktop experience with contextual embedded third-party applications. Examples include CRM, knowledge management, and more. This framework is available to partners and customers for building their own embedded application via our open API integration endpoints.

Typically, agents can do the following through the agent user interface:

* Toggle their on-queue/off-queue status
* Receive and work with multiple interactions
* Accept and work with interactions that were routed to them by the ACD system
* See customer typing indicators in web chat interactions
* See customer typing text in message interactions
* Request assistance from supervisors
* View their performance statistics, time management metrics, evaluation scores, and weekly schedule
* View real-time statistics for queues in which the agents are members.
* Flag calls and ACD voice interactions that have voice quality issues
* Flag a problematic phone call
* Flag a problematic voice interaction
* Use call scripts to help guide them through interactions
* Select and use canned responses for interactions
* Summarize and wrap up completed interactions during After-Call Work (ACW)
* Work with external contacts and organizations
* Access information and use Genesys Cloud call controls with third-party systems and browser extensions
* Browse the customer’s view of a web page during a chat and collaborate using annotations and page control
* View the customer’s entire desktop or application during an active web chat or voice interaction



Agents can receive and work with multiple types of interactions within Genesys Cloud at the same time within their agent unified desktop. Each interaction displays separately in the Active Interactions list. Agents use the Active Interactions list to track all of their current interactions. Timers and status icons in the Active Interactions list show the type of interaction if the interaction is active or in ACW, and how long the interaction has been in its current status. Genesys Cloud also supports effortless channel switching, which allows Agents to switch from one interaction channel (voice, email, web chat, messaging) to another while engaging with a customer. The new channel appears grouped with the other channels that the agent is currently handling with that customer.