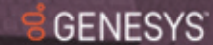# Interaction Desktop Quickstart Guide

Upgrading from Interaction Client .NET Edition to Interaction Desktop
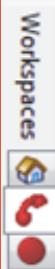
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Workspaces

Workspaces are collections of views, like **My Interactions** and **Call History**.

You can create multiple workspaces with different collections of views.

Your CIC administrator can supply templates of workspaces with views geared to your job.

Select a tab to display a workspace.

Views

Your favorite Interaction Client .NET Edition views, like **Company Directory**, also appear in Interaction Desktop.

Use the **File** menu or the **New** button on the **Standard** toolbar to create new workspaces or add views to a workspace.

A full range of keyboard shortcuts are also available for configuring the Interaction Desktop interface. See the **Keyboard Shortcuts** help topic.

New Icons

Your Windows desktop shortcut, status indicators, tabs, and toolbar buttons have a new look.
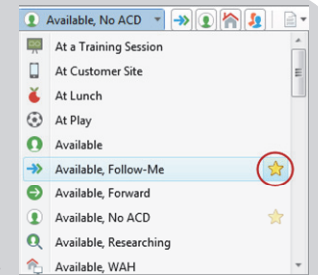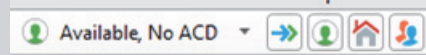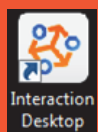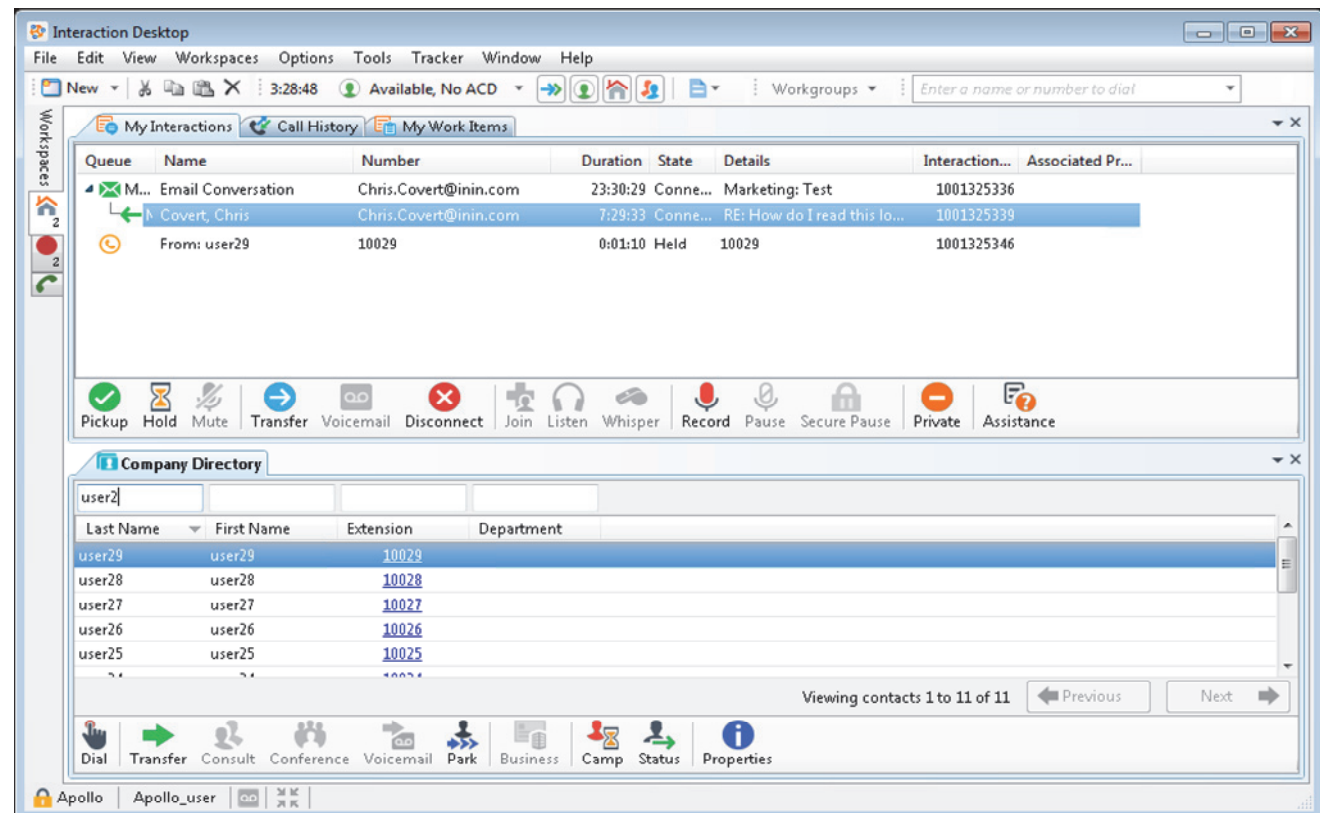
Toolbar

Customize your toolbar. To add or remove toolbars, right-click in the toolbar area. Rearrange toolbars by dragging and dropping the **Standard**, **Status**, **Workgroup Activation**, **Make Call**, and **Processes** toolbars.

Fast Status buttons

Create Fast Status buttons for your favorite statuses. To create a Fast Status button, select a star in the Status dropdown list.

To change your status, just click a Fast Status button.

New Email Management views in Interaction Desktop

You can manage email messages in these dedicated views. For ease of use, you can combine these views into a single email workspace.

Email Folders and Email List

The **Email Folders** view controls which email messages appear in the **Email List**. You decide which folder names appear in the Email Folder. Select one of these folders to determine which messages appear in the Email List. You can have a unique set of folders in each workspace.

If you do not display the **Email Folders** view or do not select a folder, the **Email List** displays all the email messages in **My Interactions** (your queue).

Email Editor

The **Email Editor** view displays a **selected**, **outgoing** and **connected** email message. Use the **Email Editor** to respond to an ACD-routed email message or start an email interaction on behalf of a workgroup.

If you use personal or system-wide stored responses in your email messages, display the **Response Management** view in the same workspace as the Email Editor.

If you add **Notes** to email interactions or assign **Account Codes**, also display the **Interaction Information** view.