Jabra CC Workspace Plug-ins
for Genesys Workspace Desktop Edition

Improved efficiency & productivity
The Jabra CC Workspace Plug-ins are free software plug-ins for call center agents using the Genesys Workspace Desktop Edition with Jabra USB headsets. The plug-ins increase agent efficiency by enabling active calls to be controlled directly from the headset controls.

Choice of functionality
Adminstrators can choose from two solutions that offer either full call control or end interaction functionality.

Easy for IT administrators
Fully compliant with the Genesys Workspace Desktop Edition and easy to deploy with only a small footprint on agents' workstations.

Easy for contact center agents
Manage conversations seamlessly with one-touch call control for efficiency gains and a better customer experience.

About Genesys Workspace
Workspace is a smart client application enabling call center agents to manage conversations seamlessly across multiple channels.

Reasons to choose

Jabra CC Workspace Plug-in for Call Control

- This plug-in delivers efficiency gains as agents have full call control functionalities using their headset controller box
- Just one click on the controller box enables mute, answer call, end call and hold call functionality
- Agents can more efficiently manage their call queue, avoiding queue disruption and lost calls
- This plug-in is for agents using any Jabra USB headset

The Jabra CC Workspace Plug-in for End Interaction

- This plug-in helps maximize agent uptime. Just one click on the headset controller box enables agents to easily close an active session within Workspace, reducing wasted time
- This plug-in is for agents using Jabra USB headsets including Jabra Biz 2300 and Jabra 2400 II CC and for agents using Jabra QD headsets with the Jabra Link 260/265 USB adapter
- This framework can also be used to develop a custom solution assigning Workspace commands to dedicated buttons on the headset. Consult Jabra's developer guide for more details

Works with softphone, Jabra Link 260/265, Jabra USB headsets including Biz 2300 and Jabra Biz 2400 II CC

**GN** Making Life Sound Better

jabra.com/ccplug-in

01 Get the CC Workspace Plug-ins

Download the installation package for either the Jabra CC Workspace Plug-in for Call Control or the Jabra CC Workspace Plug-in for End Interaction.

02 Configuration & deployment

Configure the controller's buttons to access the solution that best address your needs:
Solution #1: Mute, answer call, end call, hold call
Solution #2: End interaction

Deploy the Jabra CC Plug-in enabler (MSI files) to the relevant agents' desktops.
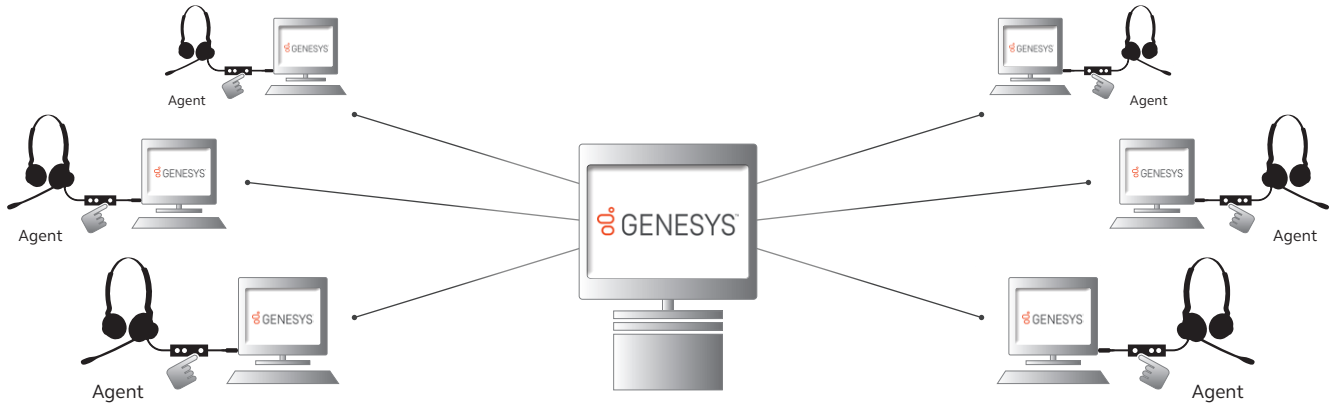
Technical requirements	Description
Genesys Workspace Desktop Edition software	Version 8.5.x
Compatible Operating Systems (server and agent)	Windows 7, 8, 8.1 and 10

Plug-in	Works with
Jabra CC Workspace Plug-in for Call Control	For agents using any Jabra USB headset
The Jabra CC Workspace Plug-in for End Interaction	For agents using Jabra USB headsets including Jabra Biz 2300 and Jabra 2400 II CC and for agents using Jabra QD headsets with the Jabra Link 260/265 USB adapter

Please note: if you need to remove the programmable button on the controller box, you must reset the headset using Jabra Direct.