Manuals+ — User Manuals Simplified.

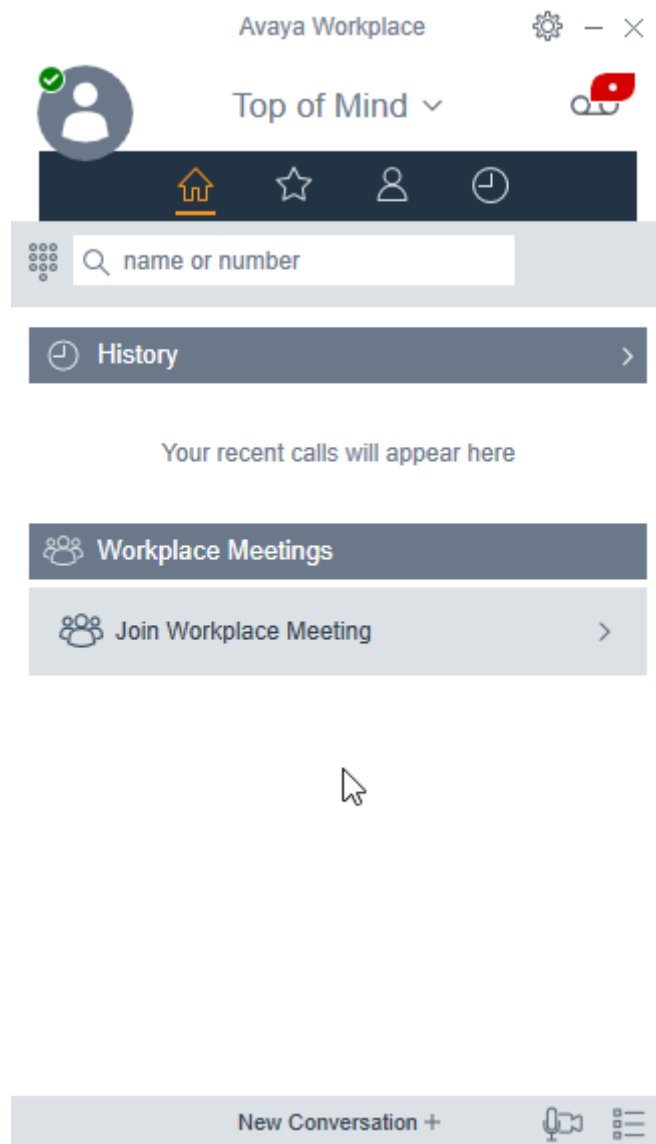# AVAYA Workplace Client Reference User Guide

Contents

AVAYA

AVAYA Workplace Client Reference

Specifications:

- **Product**: Avaya Workplace Client
- **Release Date**: June 2023
- **Platforms**: Mobile and Desktop

Product Usage Instructions

Chapter 1: Mobile Platforms
The Avaya Workplace Client on mobile platforms offers various features for managing your calls and contacts:

Contacts:

- Show dialpad to enter a number or find someone to call.
- Add a new contact or group.

Presence and Call Features:
Set your presence status and manage incoming call features.

Call Screen:

- Basic call controls are available.
- Select audio device and view advanced controls during calls.

History Screen:
Review call history and perform different actions on history entries.

Agent Service Screen:
To use Contact Center agent capabilities, log in to Agent Service mode.

After Call Work:
Set your availability state after ending a call – choose between Available and Not Ready options.

Chapter 2: Desktop Platforms
The Avaya Workplace Client on desktop platforms provides additional functionalities for communication and collaboration:

- **Welcome Screen:**
  - Access settings, manage audio/video devices, and explore more call features.
- **Presence and Call Options:**
  - Set your presence status, manage incoming calls, and change your status message.
- **Top of Mind:**
  - View messages, upcoming meetings, and recent calls efficiently.
- **Customize Top of Mind:**
  - Drag and drop to reorder items, adjust the number of items to show, and customize calendars displayed.

Frequently Asked Questions (FAQ):

1. **Q: How do I join a Spaces meeting?**
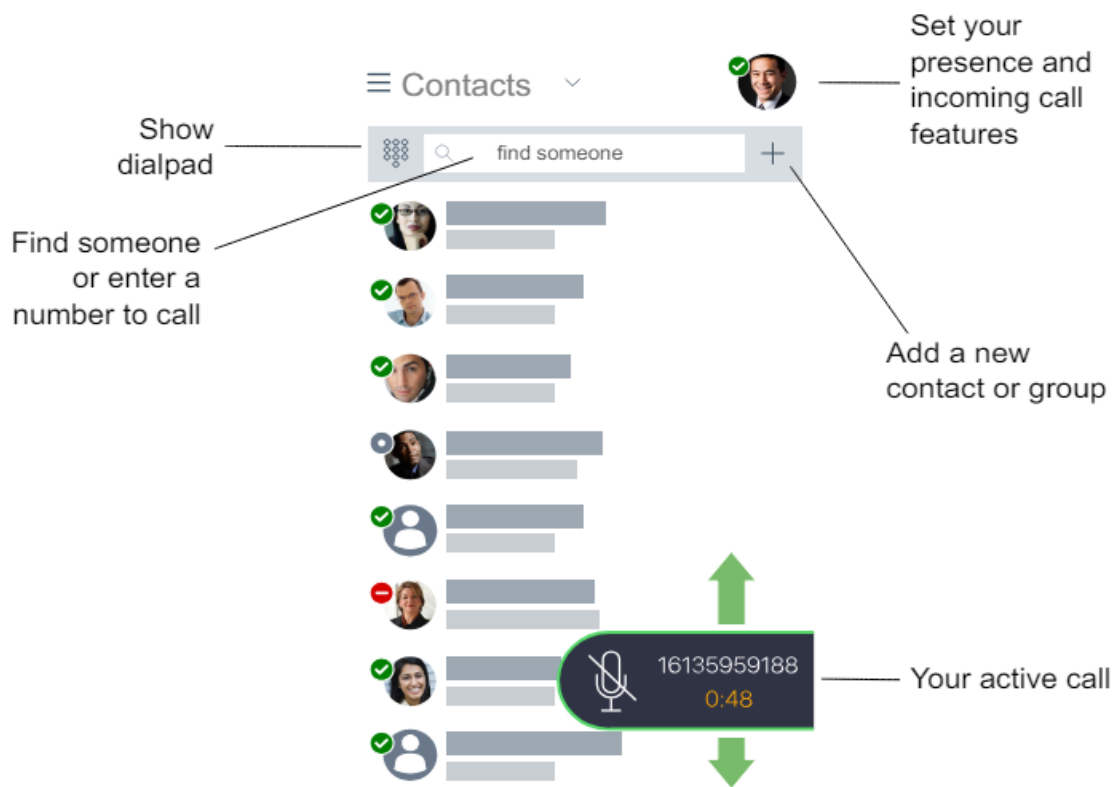
   A: To join a Spaces meeting, navigate to the Workplace Meetings section and select the desired meeting to join.

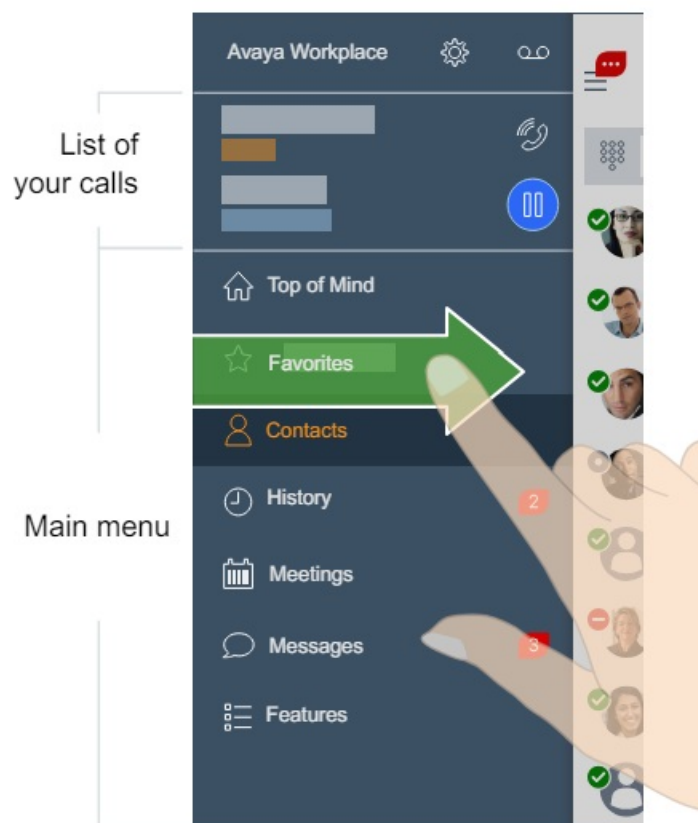2. **Q: How can I manage my audio devices during a call?**

   A: In the call screen, you can select your audio device and access advanced controls for managing audio settings.
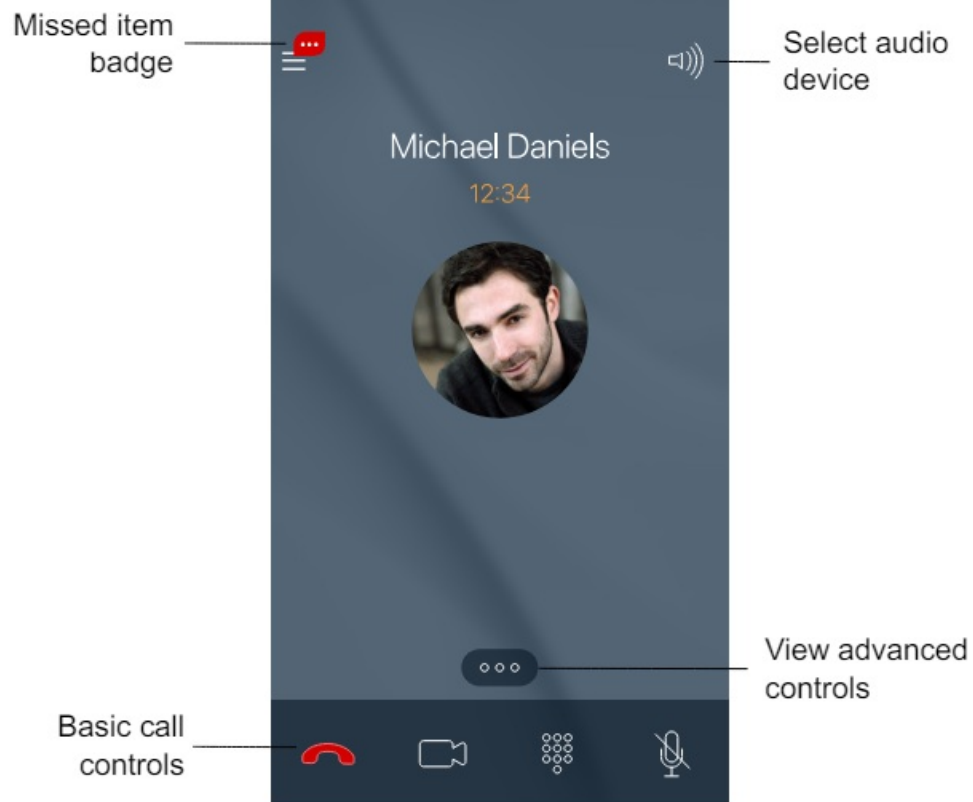
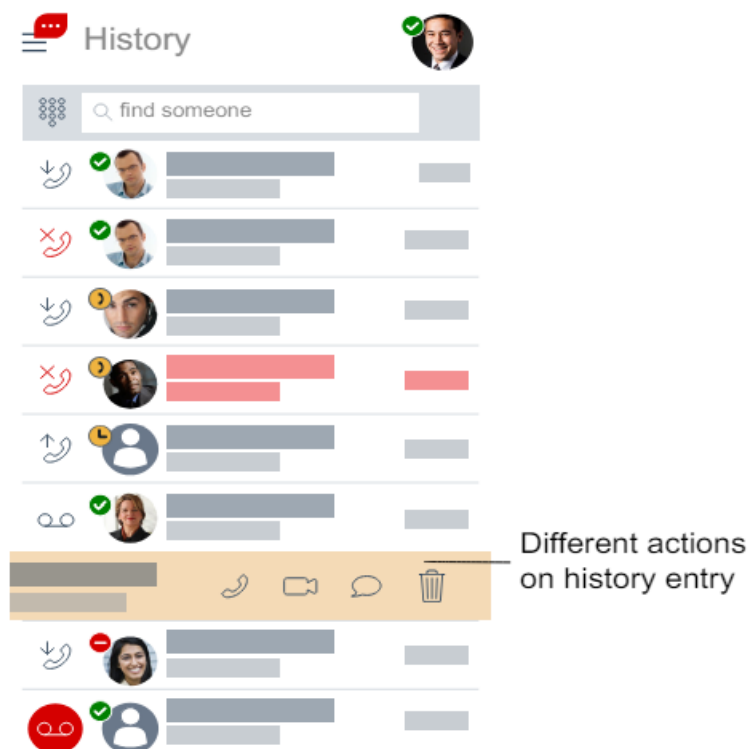**Avaya Workplace Client Quick Reference Guide**

Chapter 1: Mobile platforms

Show dialpad

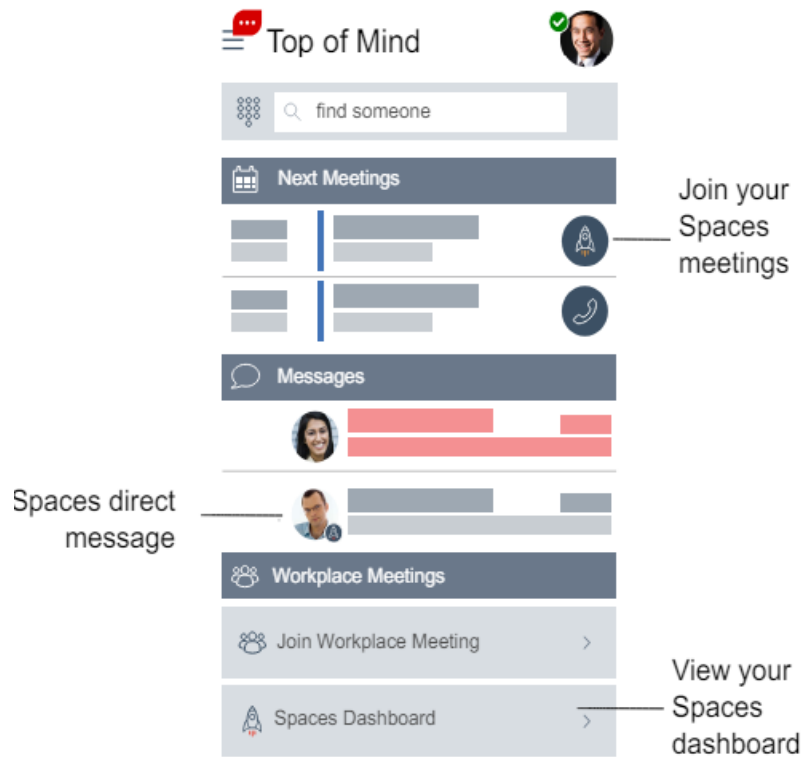Find someone or enter a number to call

≡ Contacts ⌄

🔍 find someone +

Set your presence and incoming call features

Add a new contact or group

🎤 16135959188
0:48

Your active call

Main menu

Avaya Workplace ⚙ ☊

List of your calls

⏸

Main menu

🏠 Top of Mind

⭐ Favorites

👤 Contacts

🕐 History 2

📅 Meetings

💬 Messages 3

📋 Features

Call screen

Missed item badge

Select audio device

Michael Daniels

12:34

View advanced controls

Basic call controls

History screen

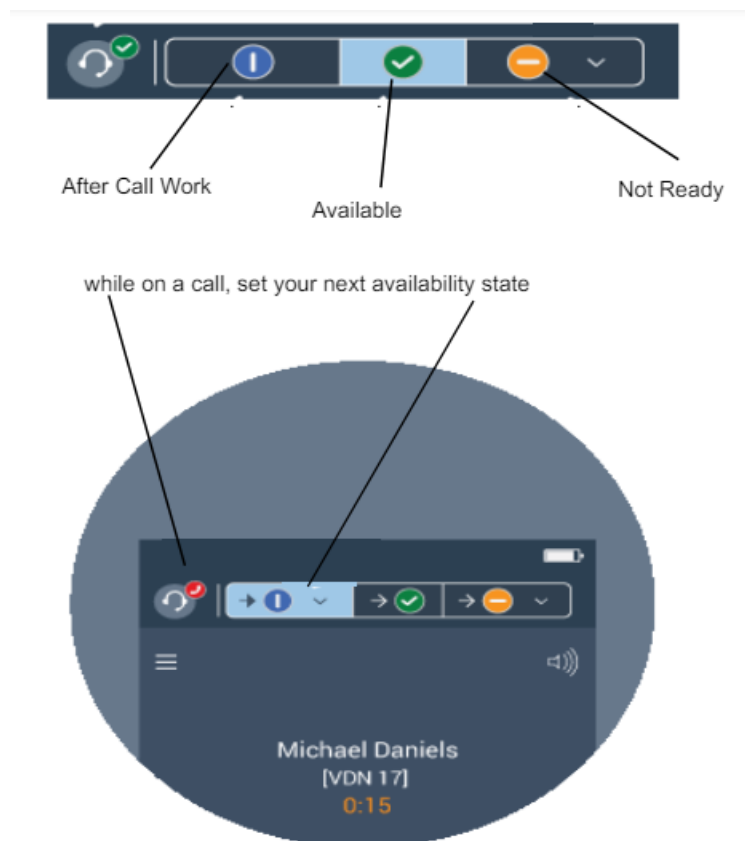History

find someone

Different actions on history entry
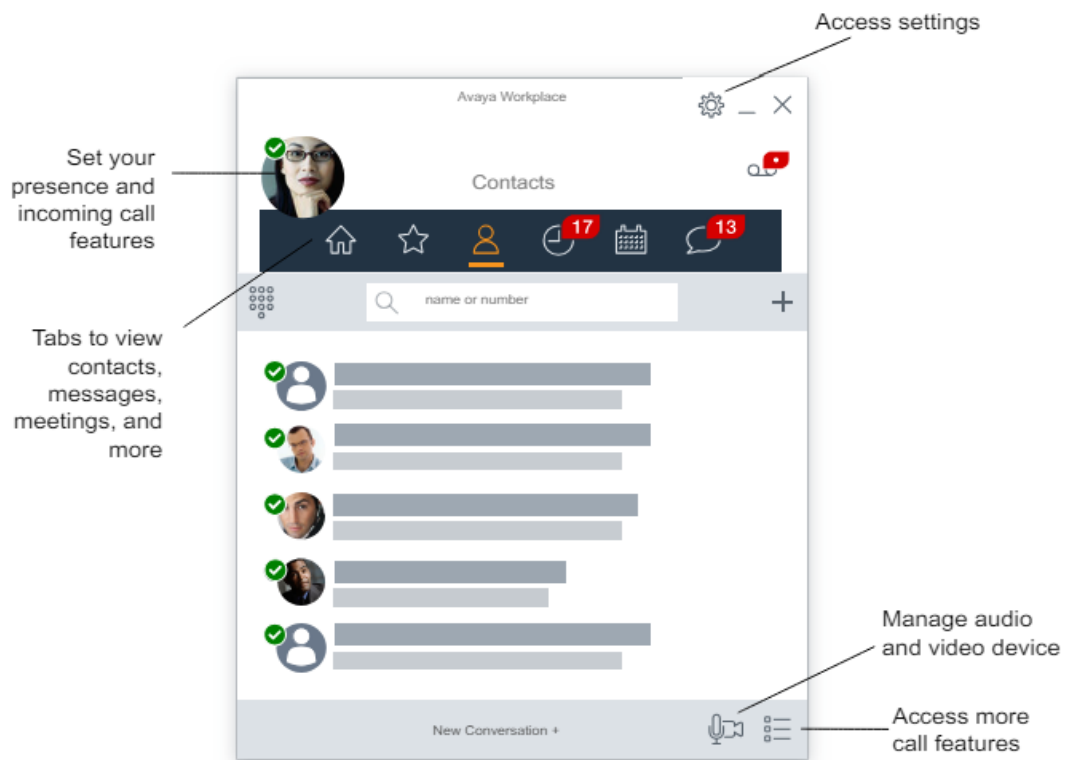
Avaya Cloud Services

Agent Service screen

To use the Contact Center agent capabilities with Avaya Workplace Client, you must log in to the Agent Service mode.
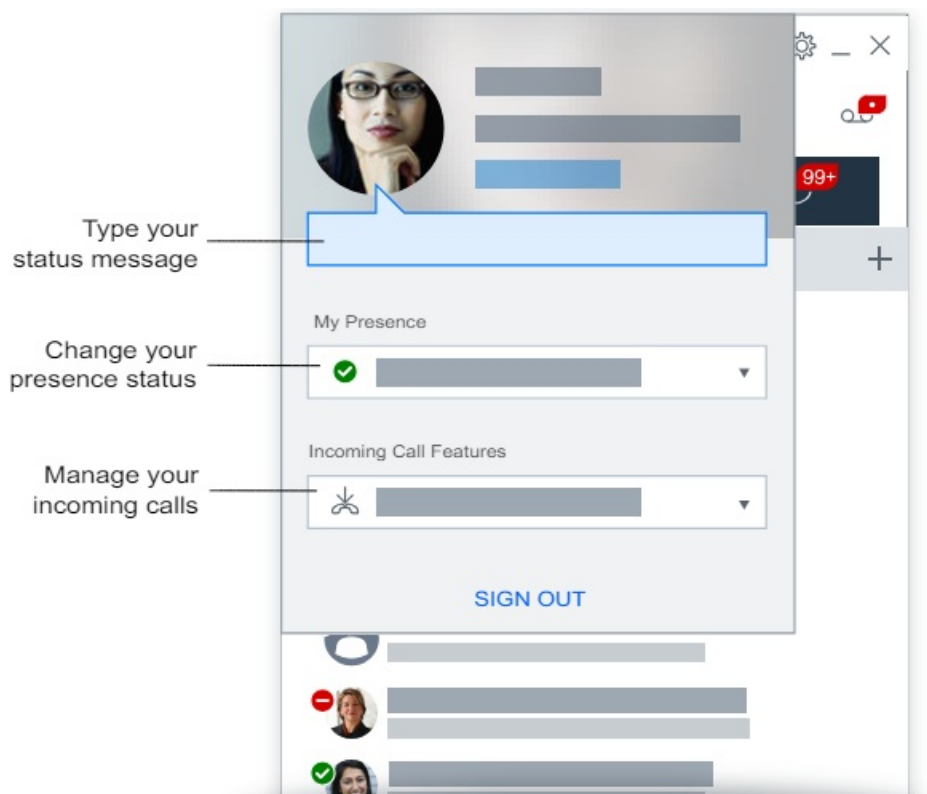
Mobile platforms
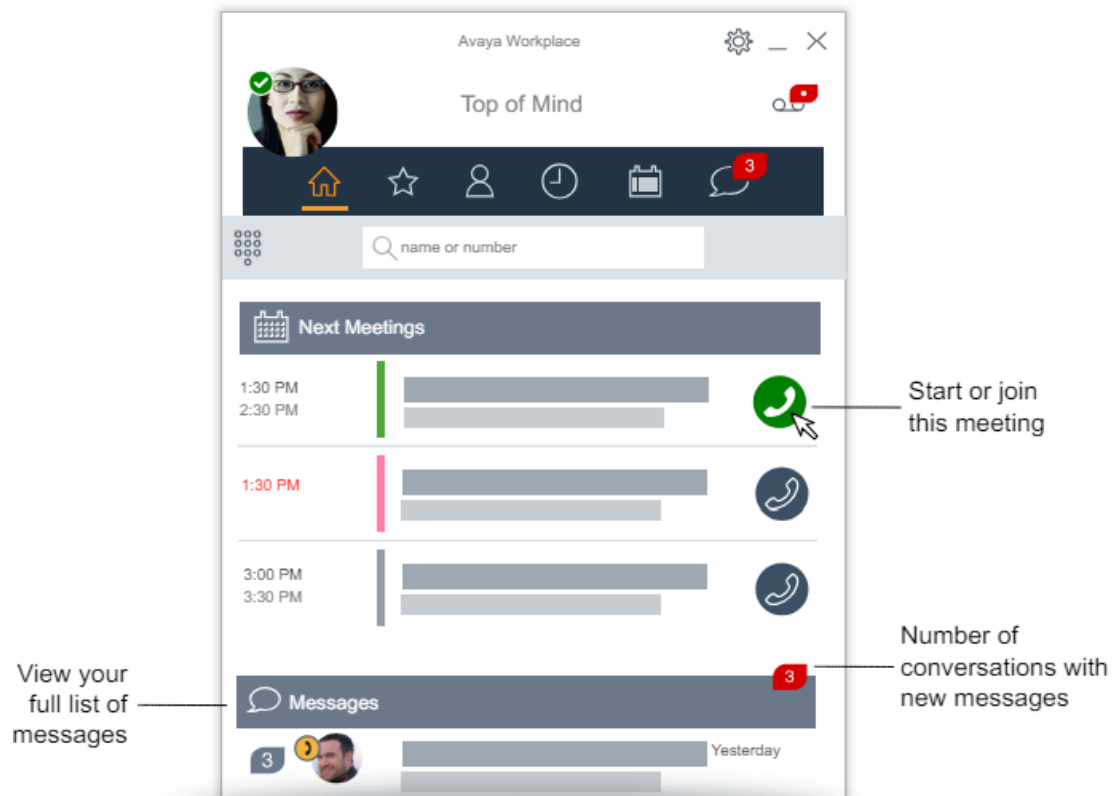

Chapter 2: Desktop platforms

Welcome screen

Access settings

Set your presence and incoming call features

Tabs to view contacts, messages, meetings, and more

Avaya Workplace

Contacts

17

13

name or number

New Conversation +

Manage audio and video device

Access more call features

Presence and call options

Type your status message

Change your presence status

Manage your incoming calls

My Presence

Incoming Call Features

SIGN OUT

99+

Top of Mind
View your next meetings, latest messages, and recent calls on this screen.

Start or join this meeting

Number of conversations with new messages

View your full list of messages

Customize your Top of Mind

Drag and drop to change the order

Contacts

Show dialpad — Find someone or enter a number to call

Add a new contact or group

Different actions on contact
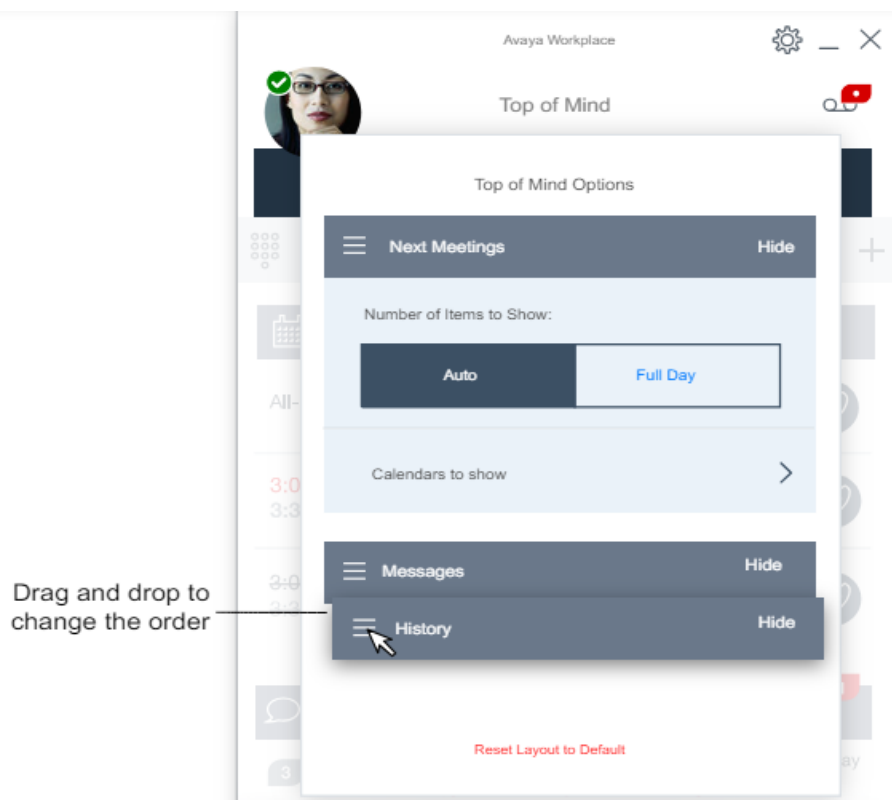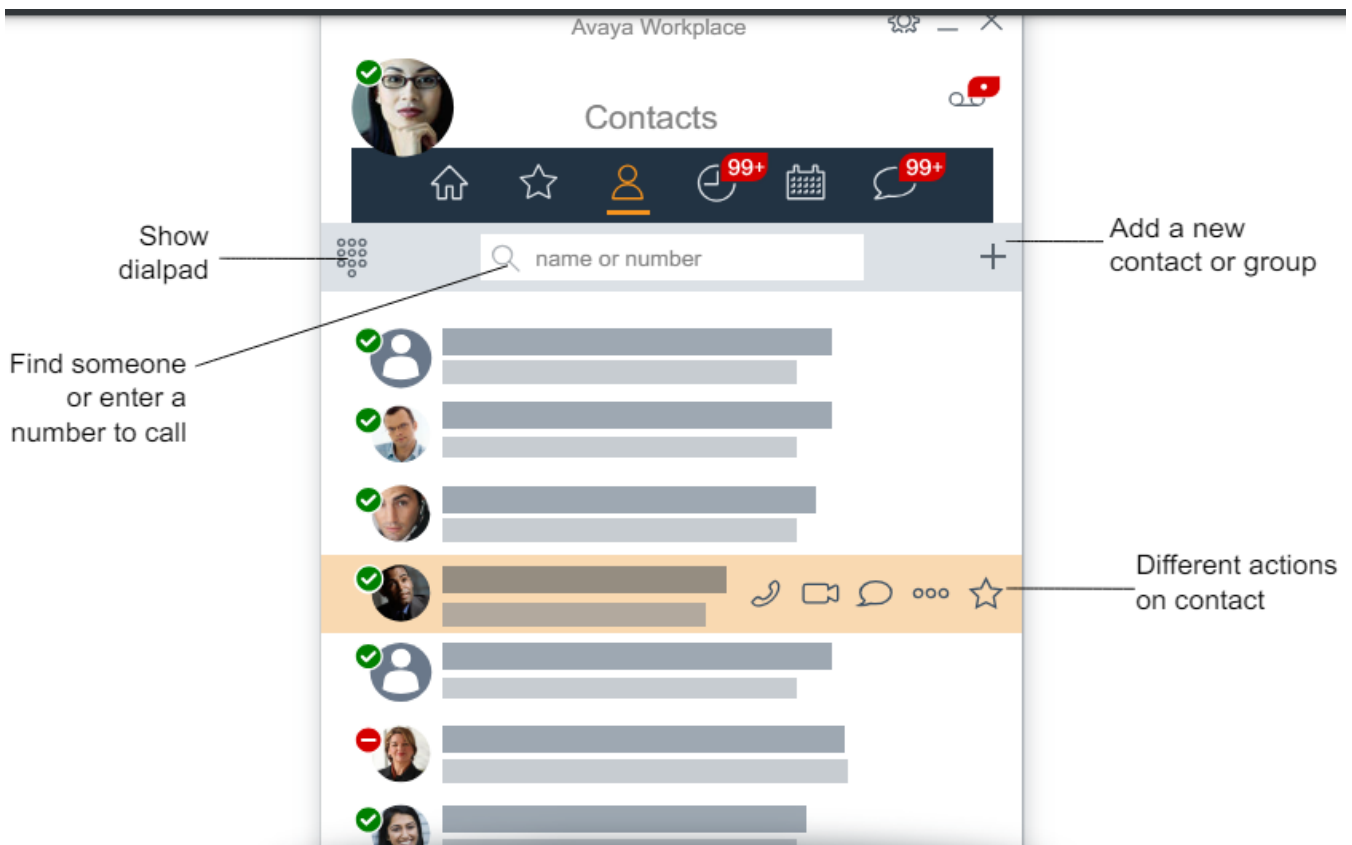
Start a group conference or chat
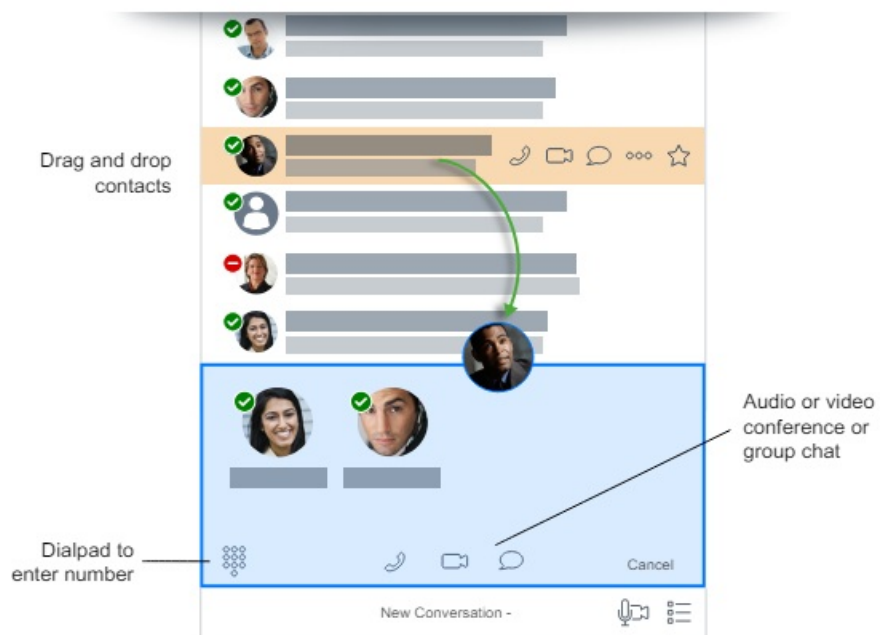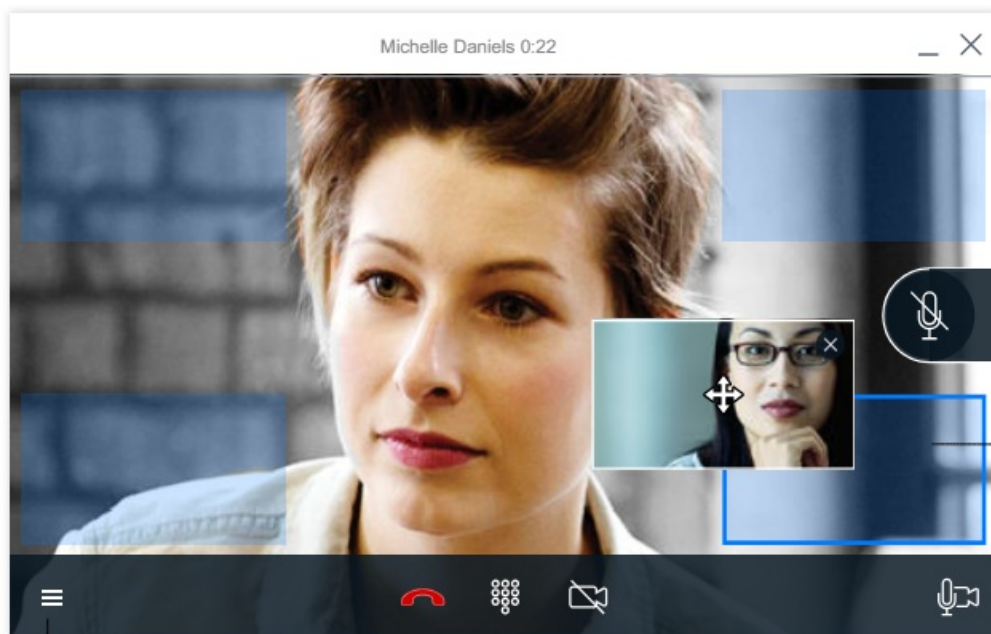
Drag and drop contacts

Audio or video conference or group chat

Dialpad to enter number

New Conversation -

Video call

Move or minimize your selfview

More call controls

Conference screen

Meeting controls

Start sharing

Recording indicator

Layout controls

Full screen

Meeting name 0:22

chat

me 10:00 am

Enter public message...

Chat with participants

Messaging

Open a conversation

Avaya Cloud Services

Join your Spaces meetings

Spaces direct message

View your Spaces dashboard
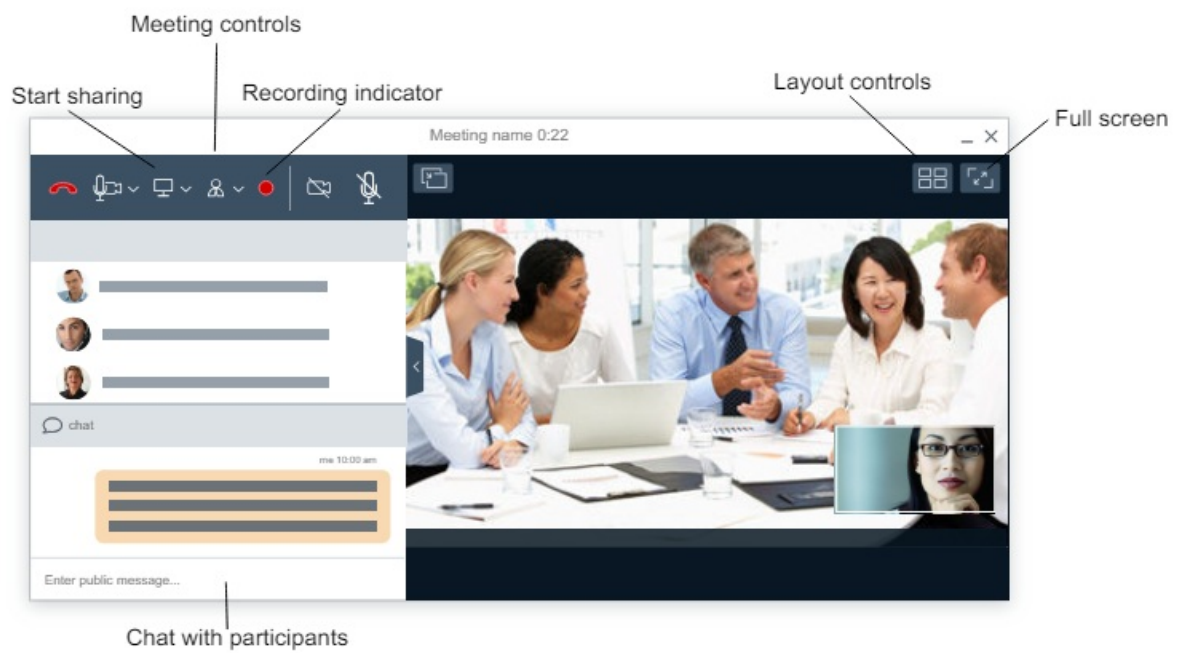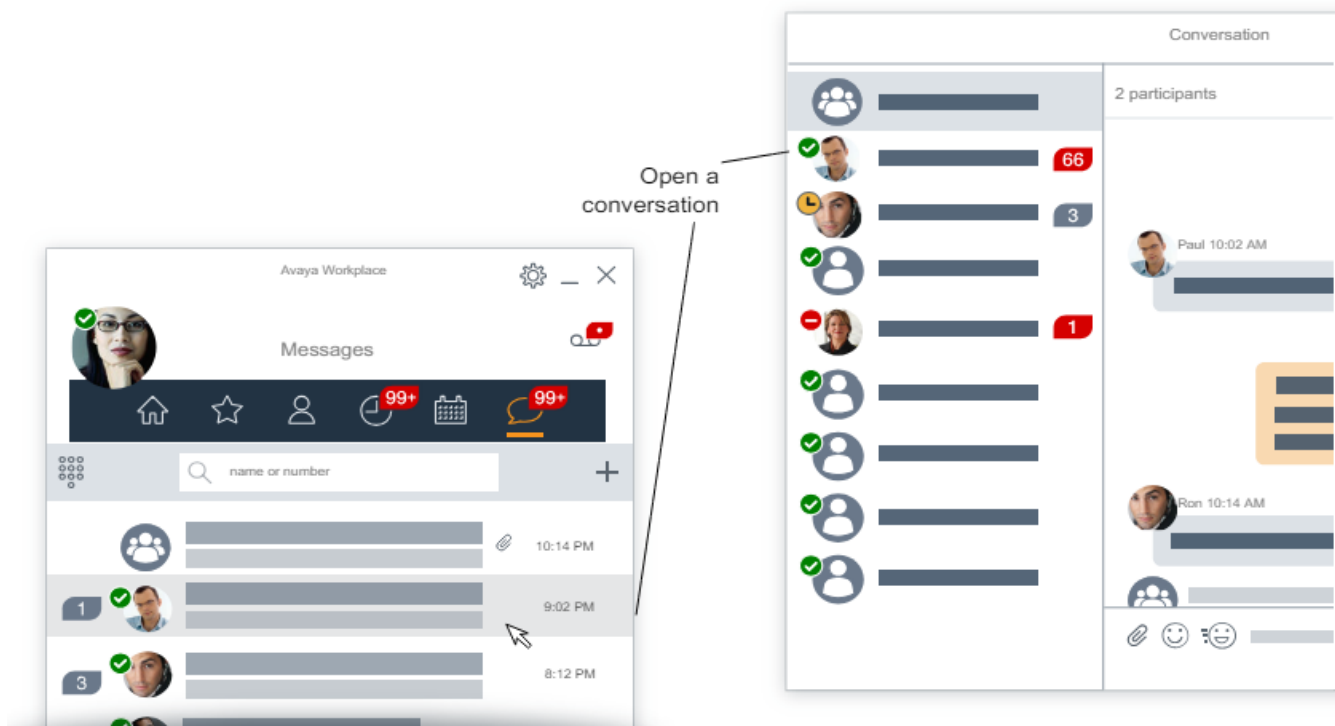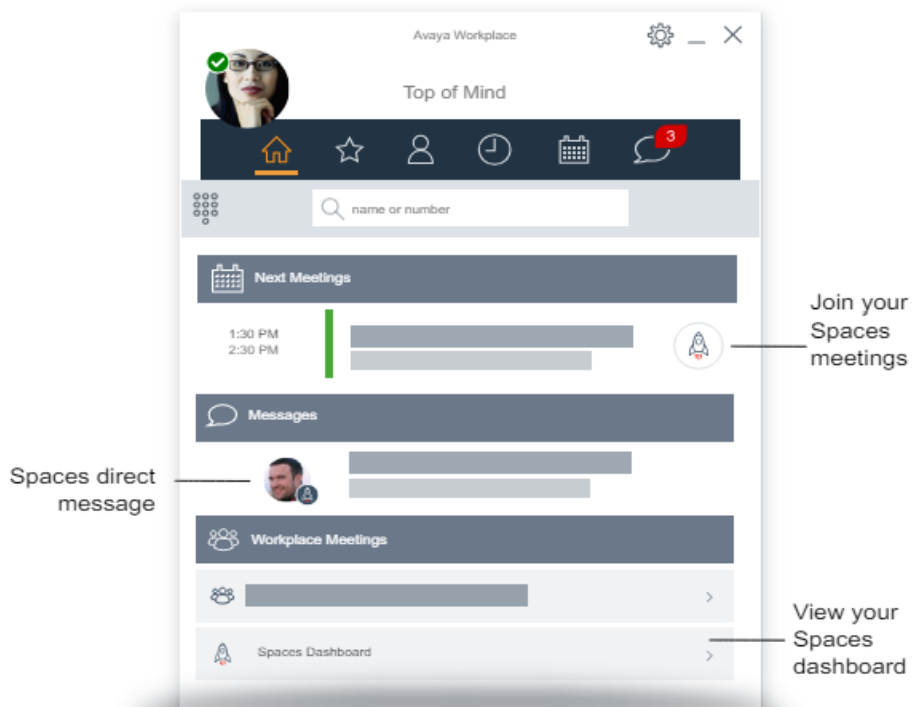
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June 2023

Documents / Resources

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Workplace Client Reference, Client Reference, Reference

References

- **User Manual**