



WordBench V1

Genesys' Premium Client App:
User's Guide

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How to get started with WordBench (Premium Client App)?

1. Check your email



Figure 1 Sample Email message

Upon installing the WordBench premium client app, you will automatically receive an email with your login credentials

2. Manage Users

After installing the Premium client app, you must set up WordBench agents and supervisors. To do this:

- a. Log in to your Genesys' Purecloud portal.

Note: You must have an **Admin role** permissions and/or **Directory-Group** permissions to be able to set up the user roles.

- b. Click **"Go to Groups"** button

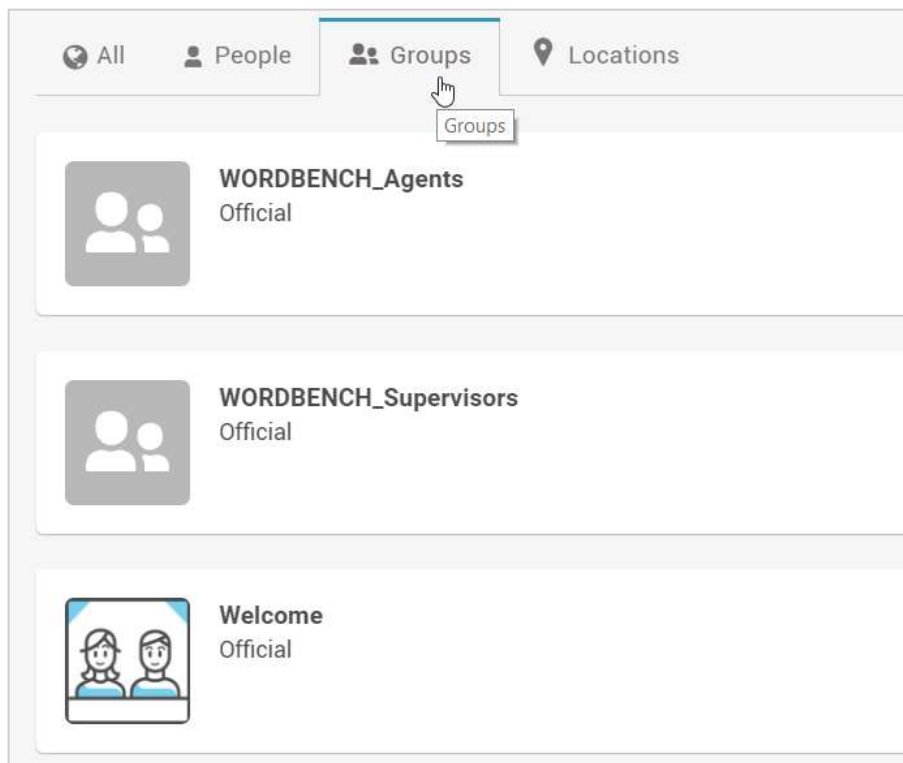


Figure 2 Group list view

- c. Choose `WORDBENCH_Agents` or `WORDBENCH_Supervisors`, then click 'Edit'.

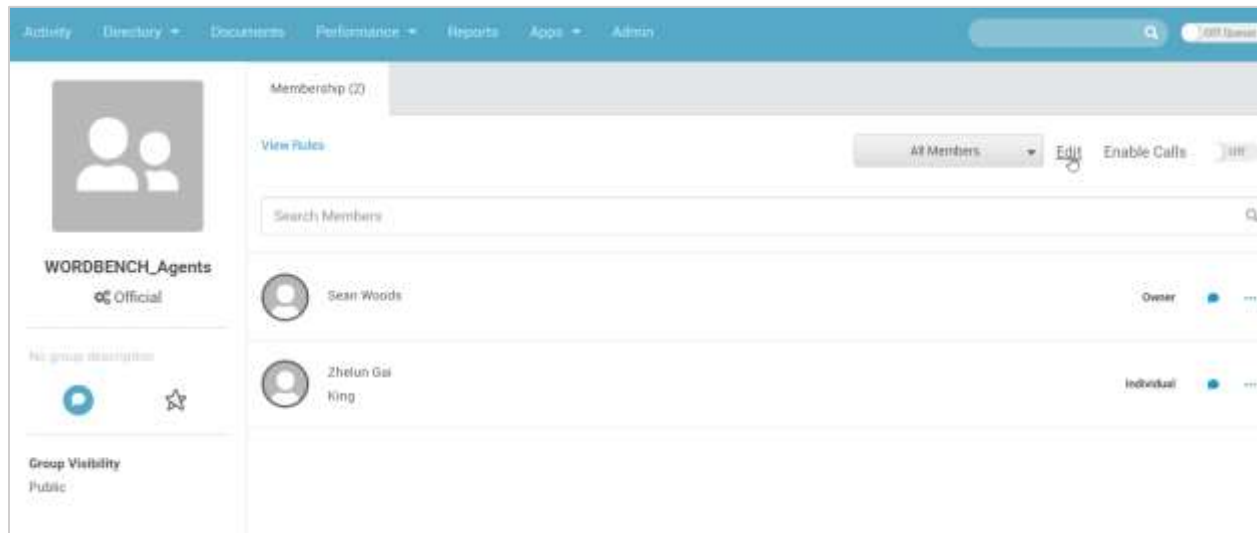


Figure 3 Group details Edit view

- d. Navigate to the **Individual** tab. In the textbox below, search for a user then select.

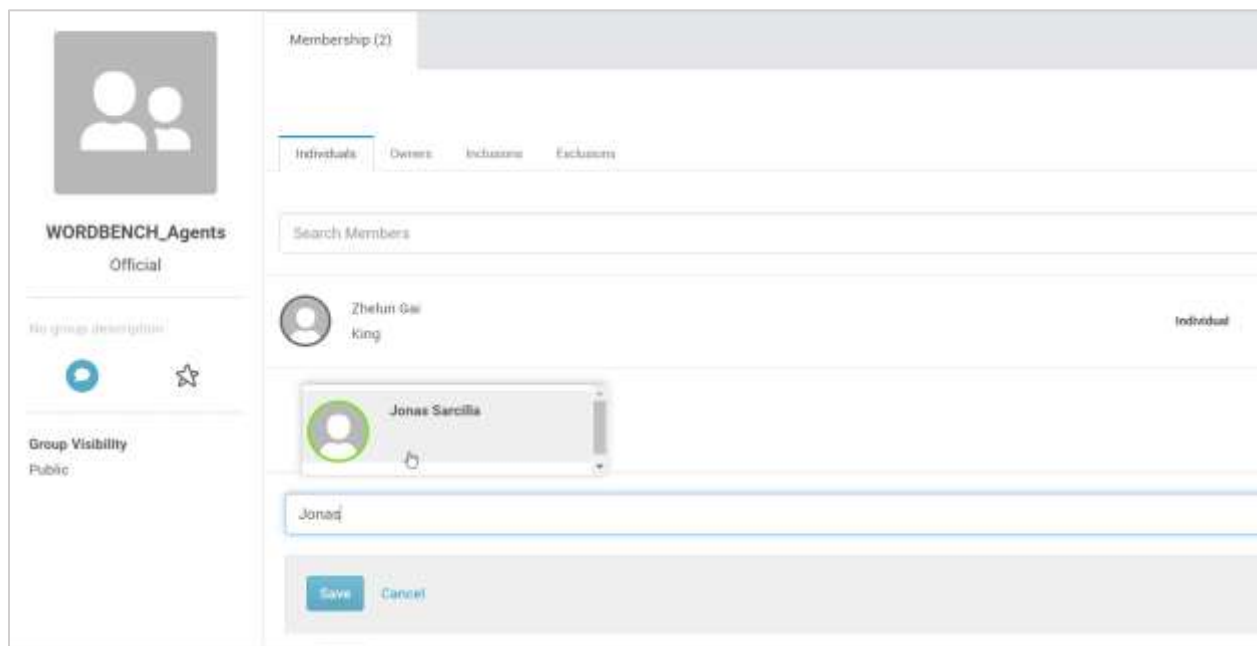


Figure 4 Group details view

- e. The name of the user selected will automatically be added to the list.
- f. Click **'Save'**.

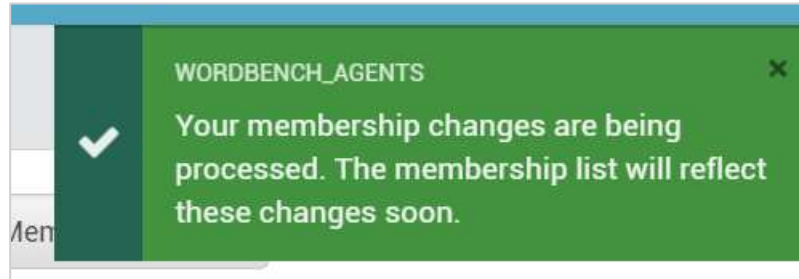


Figure 5 Success message

3. Log in to WordBench

- a. Go to your PureCloud portal -> Apps -> WordBench. Click 'Go to WordBench'.



Figure 6 Launch WordBench button

- b. It will redirect to WordBench portal. Enter your credentials from the email sent.

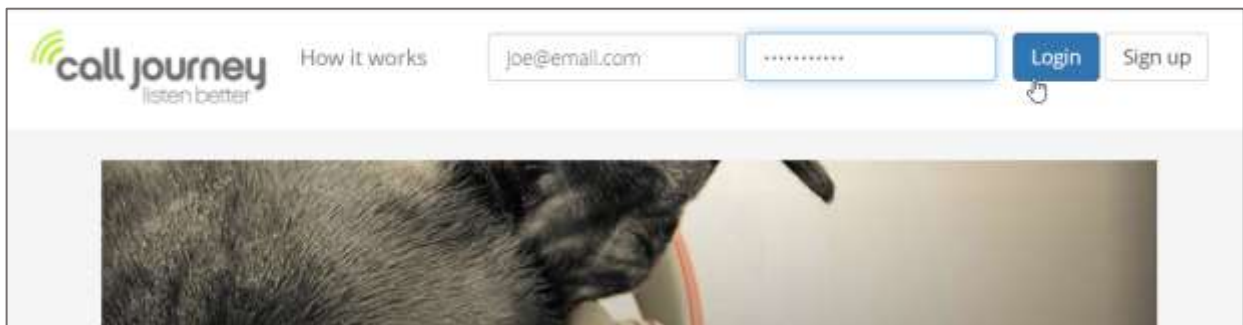


Figure 7 WordBench portal

c. You can now view your account to WordBench dashboard.

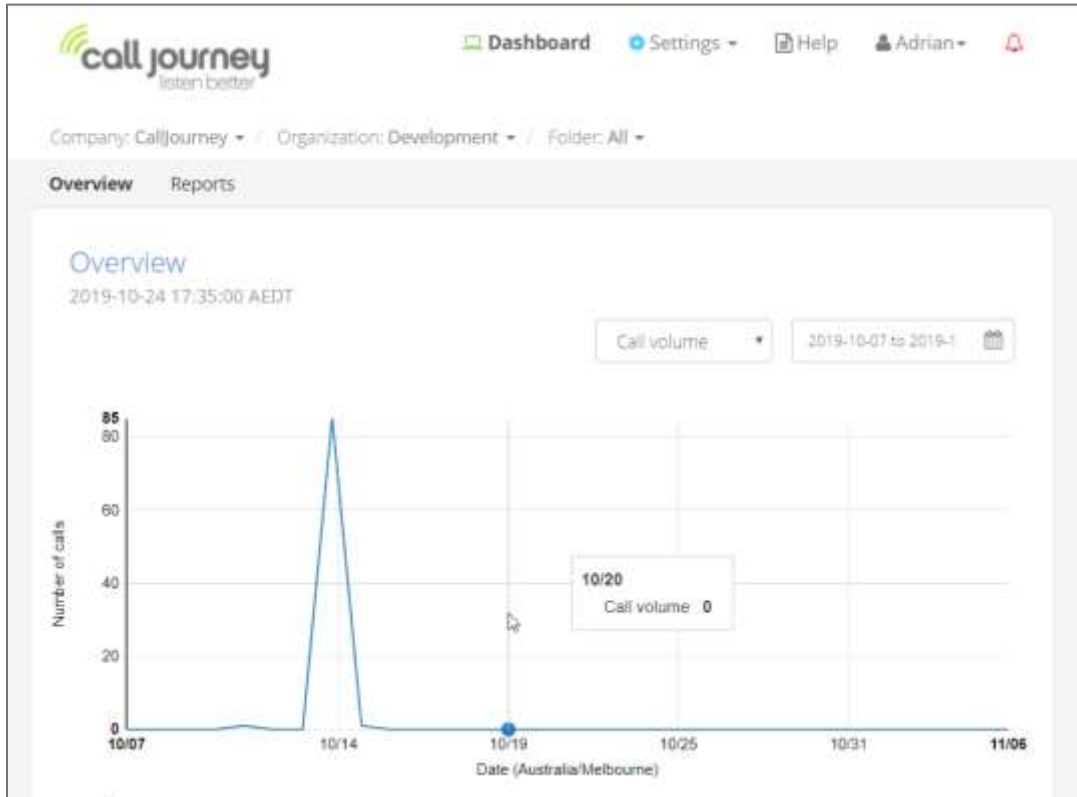


Figure 8 WordBench dashboard

4. Contact Support

a. Click 'Contact Us' button.

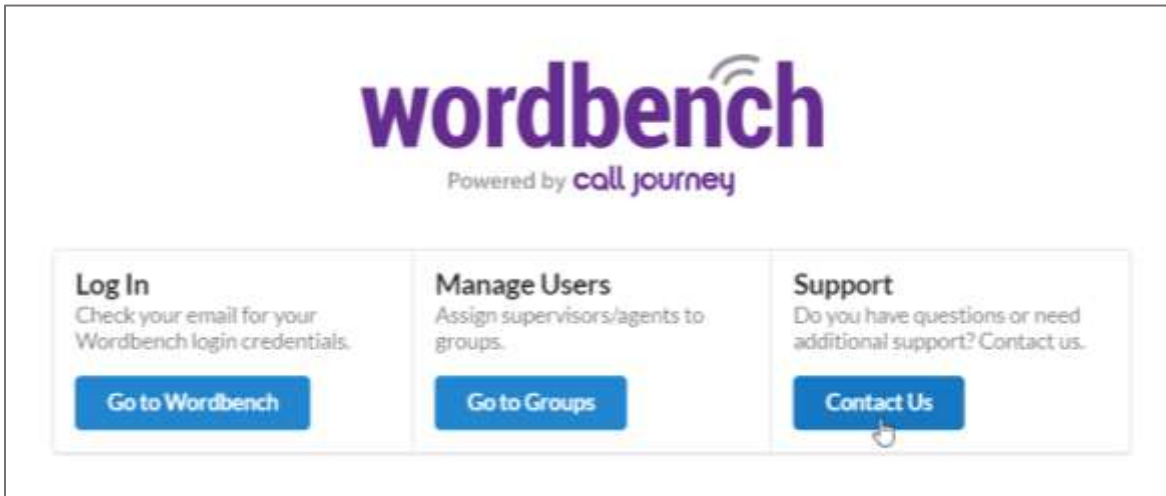


Figure 9 Admin page

b. **Contact Us** dialog box will display. Enter 'Topic' and 'Message' text fields. You can also click 'Reset' button to clear entries.

Figure 10 Contact Us dialog box

c. Click '**Submit**' button to send inquiry.

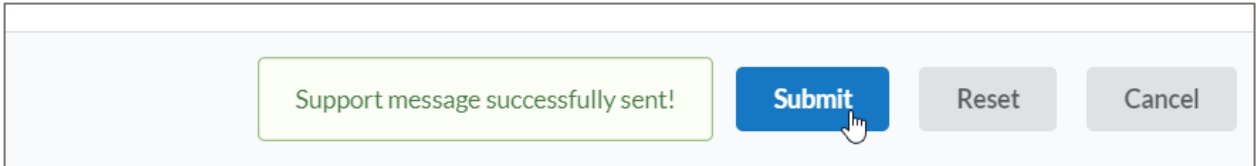


Figure 11 Submit status message