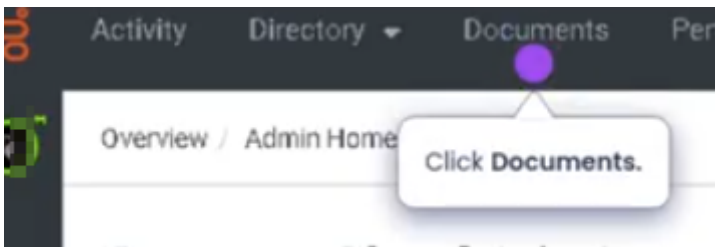
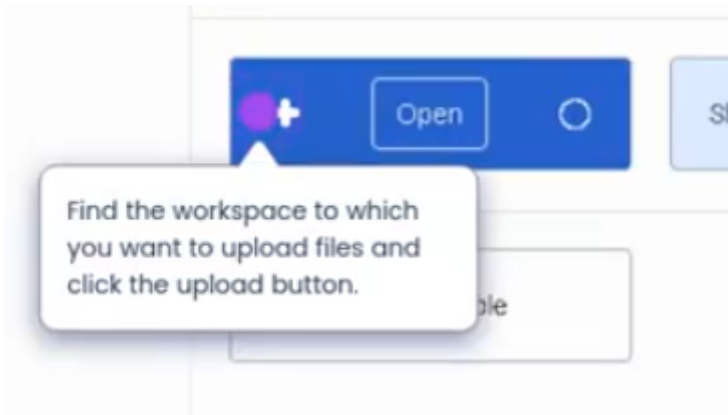


Genesys cloud - Admin - Upload file to workspace

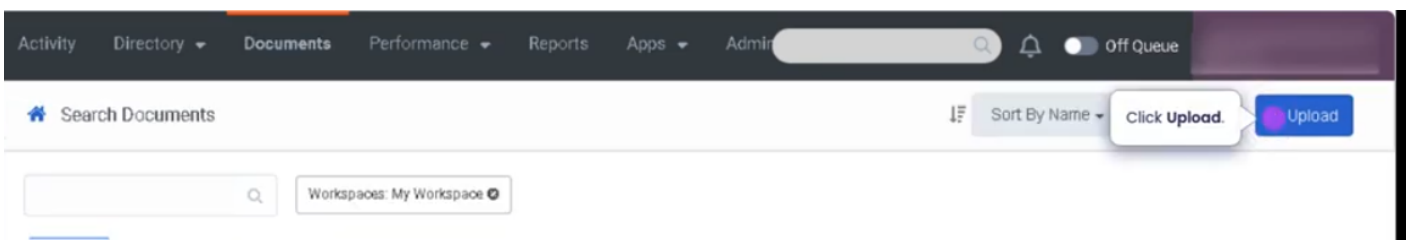
Go to Documents



Find the workspace



Click upload



Select files

Upload to: My Workspace

TEST FAX FOR TTEC QA.docx

12 KB

TEST FAX FOR TTEC QA.docx

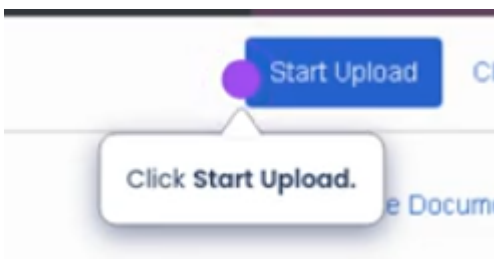
Tags

Select the files. You can drag and drop a file onto the page, or you can click **Browse for Documents**.

To give a file a different name before you upload it, type over its original name.

To assign tags to a file, type a term in the **Tags** box. Similar tag names appear

Start upload



Add Files to a Workspace (Genesys Cloud)

Summary

Adding files to a **Workspace** in Genesys Cloud allows teams to **store, share, and collaborate on documents** within the platform. Workspaces provide a centralized location where users can upload files such as guides, scripts, reports, or operational documents that are relevant to a team or project.

Files stored in a workspace can be accessed by members of that workspace, helping teams maintain **consistent information, collaboration, and document availability** without relying on external storage systems.

Utilization

| Use Case | Description |
|------------------------|--|
| Team documentation | Store operational procedures, guides, or internal documentation |
| Training materials | Provide agents access to onboarding documents and reference guides |
| Collaboration | Share files among team members working on the same project |
| Knowledge sharing | Distribute job aids, scripts, or troubleshooting documentation |
| Internal communication | Share presentations, announcements, or operational updates |

Workspaces allow teams to maintain a **centralized repository of shared files** that can be accessed directly within Genesys Cloud.

Best Practices

| Practice | Reason |
|---|---|
| Organize files using clear naming conventions | Makes documents easier to locate and manage |
| Upload only relevant documents | Prevents clutter and improves workspace usability |
| Maintain version control | Ensures team members use the most current document |
| Restrict access to appropriate members | Protects sensitive or operational information |
| Periodically review workspace files | Removes outdated or unnecessary documents |
| Use descriptive file names | Helps users quickly identify the document's purpose |

Example Scenarios

Scenario 1 – Sharing Agent Training Material

Training team creates onboarding documentation



Files uploaded to a shared workspace



New agents access the workspace



Agents review training materials during onboarding

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