



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Deployment Guide

Tuning Role-Based Access in Genesys Administrator

12/15/2025

Tuning Role-Based Access in Genesys Administrator

Web Engagement 8.5.2 supports role-based access for the following privileges:

- **Access to Web Engagement Categories**—allows users to create, read, update, or delete Web Engagement categories.
- **Access to Web Engagement Pacing Configuration**—allows users to configure Web Engagement pacing settings in Agent Group objects.

Note: Once you have enabled these privileges, as shown below, you must grant the appropriate privileges to any users who need to use the related functionality.

Here is how to set up these privileges:

Prerequisites

You have created at least one Genesys Web Engagement Server application in the Configuration Server (see [Creating a Node Application](#)) and imported the **metadata.xml** file for the application.

1. Open Genesys Administrator.
2. Go to **Account/Roles** and open your role (or create a new one).
3. Create a new Role dedicated to the Genesys Web Engagement Management UI and name it accordingly. For example, GWE852_Admin.
4. Go to the **Role Privileges** tab. In the **Add/Remove Products** list, select the **Genesys Web Engagement** product. The privileges **Access to GWE Categories Management** and **Access to GWE Pacing Configuration** will appear.
5. Change the state of both privileges to **Allowed**.
6. Click the **Save & Close** button.