



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.

Web Services API Reference

Working with roles

5/2/2025

Working with roles

GWS does not use standard Genesys access controls. Instead, it uses its own role-based security based on Annex tab settings. The GWS/roles key must be defined in the **Options** of the **Person** object that you use to connect to the API.

Example:

```
[GWS]
roles=supervisor
```

Role	Description
agent	Provides agent access. Agents are contact center employees who handle calls, hold chats sessions, or answer emails.
supervisor	Provides supervisor access. A resource whose primary role in the business consists in the direct management of agents, and who, therefore, may occasionally engage in the interaction-handling process (for example, for coaching or emergency purposes).
admin	Provides administrator access. An employee in the contact center who can create and edit other users, create reason codes, and assign skills to supervisors.
apiuser	Provides the same level of access as an administrator. Use this permission to designate an "API user" system account that is to be used by other server applications and does not represent an actual person.

Important

You can link roles together as comma-separated values. For example:

```
[GWS]
roles=agent,supervisor,admin
```