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Web Services and Applications Configuration Guide

Permissions

Permissions

Workspace Web Edition provides the following options for managing Team Communicator and Statistics Permissions:

`permissions.agent-group.exclude`

- Default Value:
- Valid Values: A comma-separated list of Agent Groups or Virtual Agent Groups; empty means Workspace doesn't exclude any agent groups or virtual agent groups.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of agent groups or virtual agent groups to be excluded from searches and statistics.

`permissions.agent-group.restrict`

- Default Value:
- Valid Values: A comma-separated list of Agent Groups or Virtual Agent Groups; empty means no filtering.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of agent groups or virtual agent groups that are returned for searches and statistics. Overrides the `permissions.agent-group.exclude` option.