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Workspace Desktop Edition Deployment Guide

Case Information Privileges

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Case Information Privileges

The following table lists the Case Information privilege in the Interaction Workspace Case Information Tasks section of the Role Privileges tab that can be enabled for a role. Privileges are assigned as configuration options in the Role Privileges tab of the Role object in Genesys Administrator (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).

Case Information Privileges

Role privilege	Description
Case Information - Can Edit	Enables agents to edit case information that is configured to be editable.
Case Information - Can Add	Enable agents, agent groups, or roles to edit case information.