Workspace Desktop Edition Deployment Guide

E-Mail Privileges

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E-Mail Privileges

The following table lists the E-Mail privileges in the `Interaction Workspace E-Mail Privileges` 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, allowing an Interaction Workspace privilege, and assigning a Role to an agent or agent group).

Role privilege	Description
E-Mail - Can Add Attachments	The agent is permitted to include attached files in e-mail interactions.
E-Mail - Can Change Format New Email	The agent is permitted to switch the format of a new outbound e-mail interaction between HTML and plain text. **Added:** 8.1.40x.xx
E-Mail - Can Change Format Reply Email	The agent is permitted to switch the format of a reply outbound e-mail interaction between HTML and plain text. **Added:** 8.1.40x.xx
E-Mail - Can Decline	The agent is permitted to reject e-mail interactions that are directed to the agent.
E-Mail - Can Delete	The agent is permitted to delete e-mail interactions from the contact database.
E-Mail - Can Forward To External Resource	The agent is permitted to configure an external e-mail address to which e-mail interactions can be forwarded.
E-Mail - Can Interim Send	The agent is permitted to send interim e-mail interactions to a target.
E-Mail - Can Mark Done	The agent is permitted to mark e-mail interactions as Done.
E-Mail - Can Move to Workbin	The agent is permitted to move e-mail interactions to a workbin for later handling or handling by another agent or agent group.
E-Mail - Can Print	The agent is permitted to print a hard copy of an e-mail interaction.
E-Mail - Can Reply	The agent is permitted to reply to the sender of an inbound e-mail interaction.
E-Mail - Can Reply All	The agent is permitted to reply to the sender and all other addressees of inbound e-mail interaction.
E-Mail - Can Save	The agent is permitted to save e-mail interactions in the in-progress workbin.
E-Mail - Can Send	The agent is permitted to send e-mail interactions to a target.
E-Mail - Can Set Interaction Disposition	The agent is permitted to set the disposition code of an e-mail interaction.
E-Mail - Can Transfer	The agent is permitted to use the instant-transfer

Role privilege	Description
	functionality.
E-Mail - Can Use E-Mail Channel	The agent is permitted to use the e-mail media channel.