



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.

Workspace Desktop Edition Deployment Guide

IM Privileges

12/17/2025

IM Privileges

The following table lists the internal IM privileges in the Interaction Workspace Instant Messaging 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 and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).

IM Privileges

Role privilege	Description
Instant Messaging - Can Release	The agent is permitted to end Instant Messaging sessions.
Instant Messaging - Can Make	The agent is permitted to initiate Instant Messaging sessions.
Instant Messaging - Can Use	The agent is permitted to use the Instant Messaging media. The other IM privileges cannot be configured if the value is Not Assigned.