GENESYS™

Workspace Desktop Edition Deployment Guide

Outbound Campaign Privileges

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Outbound Campaign Privileges

The following table lists the outbound campaign privileges in the Interaction Workspace Outbound 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).

Outbound Campaign Privileges

Role privilege	Description
Outbound - Can Use	The agent is permitted to use the Outbound Campaign functions.
Outbound - Can Reject Record	The agent is permitted to decline a preview record so that it can be processed by somebody else in the campaign.
Outbound - Can Cancel Record	The agent is permitted to decline a preview record so that it is not processed at all during the current campaign.
Outbound - Can Dial Alternative Chained Record	The agent is permitted to dial a number from the preview record chain that is different than the number selected by the system.
Outbound - Can Get Next Preview Record	The agent is permitted to request a new preview record while the processing of the previous one terminates.
Outbound - Can Use Push Preview	The agent is permitted to actively take part in Outbound Push Preview campaigns.
Outbound - Push Preview Can Decline	The agent is permitted to decline Outbound Push Preview interactions.
Outbound - Can Mark Do Not Call	The agent is permitted to mark a contact as Do Not Call.
Outbound - Can Set Call Result	The agent is permitted to set a call result to the outbound record.
Outbound - Can Reschedule	The agent is permitted to reschedule an outbound record for an active call. Use the Outbound - Can Reschedule Before Call privilege to allow rescheduling before the call is dialed. Depends on Outbound - Can Use. **Modified:** 8.1.40x.xx.
Outbound - Can Reschedule Before Call	The agent is permitted to reschedule an outbound record before calling the contact (in Pull and Push Preview Mode). Requires privilege Outbound - Can Reschedule. **Added:** 8.1.40x.xx
Outbound - Can Reschedule On New Number	The agent is permitted to reschedule an outbound record on a new number (which results in a new record added to the chain).
Outbound - Can Edit Record Data	The agent is permitted to edit the outbound record

Role privilege	Description
	fields configured as editable.