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Workspace Desktop Edition Deployment Guide

Role Privileges

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Role Privileges

In the privilege-based model that is implemented by Interaction Workspace, an agent is assigned privileges based on the role of the agent. Privileges are enabled or disabled depending on the role that is assigned to the agent. 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](#)). Refer to *Framework 8.1 Genesys Administrator Help* and *Genesys Security Guide* for detailed information on how to use Genesys Administrator and Management Framework to configure access permissions. The following tables list and describe the privileges that you can set for Interaction Workspace agent roles:

- **Active Recording Privileges** lists the voice privileges in the Interaction Workspace Active Recording Privileges section of the Role Privileges tab that can be enabled for a role.
- **Broadcast Message Privileges** lists the Broadcast Message privileges in the Interaction Workspace Broadcast Message Privileges section of the Role Privileges tab that can be enabled for a role.
- **Case Information Privileges** 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.
- **Chat Privileges** lists the Chat privileges in the Interaction Workspace Chat Access section of the Role Privileges tab that can be enabled for a role.
- **Contact Management Privileges** lists the Contact Management privileges in the Interaction Workspace Contact Privileges section of the Role Privileges tab that can be enabled for a role.
- **E-Mail Privileges** 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.
- **IM Privileges** 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.
- **Interaction Bar Privileges** lists the interaction bar privilege in the Interaction Workspace Interaction Bar Privileges section of the Role Privileges tab that can be enabled for a role.
- **Interaction Workspace SIP Endpoint Privileges** lists the Interaction Workspace SIP Endpoint privileges in the Interaction Workspace SIP Tasks section of the Role Privileges tab that can be enabled for a role.
- **Outbound Campaign Privileges** lists the outbound campaign privileges in the Interaction Workspace Outbound Privileges section of the Role Privileges tab that can be enabled for a role.
- **Security Privileges** lists the Security privileges in the Interaction Workspace Security Privileges section of the Role Privileges tab that can be enabled for a role.
- **SMS Privileges** lists the SMS privileges in the Interaction Workspace SMS Access section of the Role Privileges tab that can be enabled for a role.
- **Standard Response Privileges** lists the Standard Resource Library (SRL) privileges in the Interaction Workspace Standard Response Privileges section of the Role Privileges tab that can be enabled for a role.
- **Statistics Privileges** lists the Statistics privileges in the Interaction Workspace Statistics Privileges section of the Role Privileges tab that can be enabled for a role.
- **Team Communicator Privileges** lists the Team Communicator privileges in the Interaction Workspace Team Communicator Privileges section of the Role Privileges tab that can be enabled

for a role.

- **Team Lead Privileges** lists the Team Lead privileges in the Interaction Workspace Team Lead Privileges section of the Role Privileges tab that can be enabled for a role.
- **Voice Privileges** lists the voice privileges in the Interaction Workspace Voice Privileges section of the Role Privileges tab that can be enabled for a role.
- **Web Callback Privileges** lists the Web Callback privileges in the Interaction Workspace Web Callback Access section of the Role Privileges tab that can be enabled for a role.
- **Workbins Privileges** lists the Workbin privileges in the Interaction Workspace Workbin Privileges section of the Role Privileges tab that can be enabled for a role.
- **Workitem Privileges** lists the Workitem privileges in the Interaction Workspace Workitem Privileges section of the Role Privileges tab that can be enabled for a role.