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Workspace Desktop Edition Deployment Guide

Statistics Privileges

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Statistics Privileges

The following table lists the Statistics privileges in the Interaction Workspace Statistics 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](#)).

Statistics Privileges

Role privilege	Description
Statistics - Can Use My Statistics	The agent is permitted to use the My Statistics tab to view Key Performance Indicators.
Statistics - Can Use Contact Center Statistics	The agent is permitted to use the Contact Center Statistics tab to view Object Metrics (Contact Center Statistics).
Statistics - Can Use Gadget Statistics	The agent is permitted to use the Statistics Gadget to view Key Performance Indicator and Contact Center Statistics.