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Workspace Desktop Edition Deployment Guide

Team Communicator Privileges

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Team Communicator Privileges

The following table 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. 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](#)).

Team Communicator Privileges

Role privilege	Description
Team Communicator - Can Use	The agent is permitted to use the Team Communicator. The other Team Communicator privileges cannot be configured if the value is Not Assigned.
Team Communicator - Can Manage Favorites	The agent is permitted to save favorite internal targets and contacts in the Team Communicator. This privilege is dependent on Team Communicator - Can Use.
Team Communicator - Can View Favorites	The agent is permitted to see and use the favorite internal targets and contacts that they have saved in the Team Communicator. This privilege is dependent on Team Communicator - Can Use.
Team Communicator - Can View Recent Calls	The agent is permitted to see and use the recent call list of internal targets and contacts that they have saved in the Team Communicator. This privilege is dependent on Team Communicator - Can Use.
Team Communicator - Can Search All	The agent is permitted to search within all internal targets and contacts in the Team Communicator. This privilege is dependent on Team Communicator - Can Use. Added: 8.1.40x.xx