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Workspace Desktop Edition Deployment Guide

Workitem Privileges

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Workitem Privileges

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

Workitem Privileges

Role privilege	Description
Workitem - Can Use WorkItem Channel	The agent is permitted to use the workitem media channel.
Workitem - Can Decline	The agent is permitted to decline incoming workitem interactions.
Workitem - Can One Step Transfer	The agent is permitted to use the instant-transfer functionality.
Workitem - Can Set Interaction Disposition	The agent is permitted to set the disposition code of a workitem interaction.
Workitem - Can Mark Done	The agent is permitted to mark workitem interactions as Done.
Workitem - Can Move To Workbin	The agent is permitted to move workitem interactions to a workbin for later handling or handling by another agent or agent group.