Workspace Desktop Edition Deployment Guide

Recording privileges

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Recording privileges

The following table lists the voice and screen recording privileges in the `Workspace Recording 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 Extension (refer to the Procedure: Creating a Role, allowing a Workspace privilege, and assigning a Role to an agent or agent group).

> ### Important
>
> A new privilege for Screen Recording was added in 8.5.106.19: `Recording - Can Use Screen Recording`. It allows a Workspace instance to activate a Screen Recorder Client when it is installed on the workstation. It applies to voice interactions and eServices.

Active Recording Privileges

Role privilege	Description
Recording - Can Use MSML-based and Screen Recording	This privilege is a pre-requisite to permit an agent to use MSML-based and Screen Recording functionality. This privilege is required to: • Control and monitor call recording in MSML mode. In this case it depends on 'Voice - Can Use Voice Channel' • Enable screen recording
Recording - Can Monitor Call Recording	The agent is permitted display the status of a MSML-based recorded call. Depends on 'Voice - Can Use Voice Channel' and 'Recording - Can Use MSML-based and Screen Recording'.
Recording - Can Control Call Recording	The agent is permitted to control call recording (not available on all switches). Depends on 'Voice - Can Use Voice Channel'. The type of recording depends on the value specified for the active-recording.voice.recording-type option. For MSML-based recording, it depends on 'Recording - Can Use MSML-based Recording'.
Recording - Can Use Screen Recording [**Added:** 8.5.106.19]	Enables a Workspace instance to activate a Screen Recorder Client if one is installed on the workstation. It applies to voice and eServices interactions. Depends on 'Recording - Can Use MSML-based and Screen Recording'
Recording - Can Control Screen Recording	The agent is permitted to control screen recording. Depends on 'Recording - Can Use MSML-based and

Role privilege	Description
	Screen Recording'
Recording - Can Monitor Screen Recording	The agent is permitted to monitor screen recording. Depends on 'Recording - Can Use MSML-based and Screen Recording'