

## **GENESYS**

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Workspace Desktop Edition Deployment Guide

Case Information privileges

## Case Information privileges

The following table lists the Case Information privilege in the Workspace Case Information Tasks 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).

## **Case Information Privileges**

Role privilege	Description
Case Information - Can Edit	Enables agents to edit case information that is configured to be editable.
Case Information - Can Add	Enable agents, agent groups, or roles to edit case information.