GENESYS™

Workspace Desktop Edition Deployment Guide

Case Information privileges

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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.