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Workspace Desktop Edition Deployment Guide

SMS privileges

12/17/2025

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[**Modified:** 8.5.110.13]

The following table lists the SMS privileges in the Workspace SMS Access 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](#)).

SMS Privileges

| Role privilege | Description |
|---------------------------------------|---|
| SMS - Can Use SMS Channel | The agent is permitted to use the SMS media channel. |
| SMS - Can Decline | The agent is permitted to reject SMS interactions that are directed to the agent. |
| SMS - Can One Step Transfer | The agent is permitted to use the instant-transfer functionality. |
| SMS - Can Set Interaction Disposition | The agent is permitted to set the disposition code of a SMS interaction. |
| SMS - Can Create | The agent is permitted to create SMS interactions from the Team Communicator and the Contact Directory. |
| SMS - Can Save Attached File | The agent is permitted to save MMS images. [Added: 8.5.110.13] |