



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

Statistics privileges

12/17/2025

Statistics privileges

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

Statistics Privileges

Role privilege	Description
Statistics - Can Use My Statistics	The agent is permitted to use the My Statistics tab to view Key Performance Indicators.
Statistics - Can Use Contact Center Statistics	The agent is permitted to use the Contact Center Statistics tab to view Object Metrics (Contact Center Statistics).
Statistics - Can Use Gadget Statistics	The agent is permitted to use the Statistics Gadget to view Key Performance Indicator and Contact Center Statistics.