



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

Voicemail privileges

12/17/2025

Voicemail privileges

[**Added:** 8.5.100.05] [**Modified:** 8.5.118.10]

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

Voicemail Privilege

Role privilege	Description
Voice Mail - Can Use	The agent is permitted to use the voicemail feature to use, control, and monitor Voicemail boxes.
Voice Mail - Can Deposit Message	The agent is permitted to call the voicemail box of another agent or agent group. [Added: 8.5.118.10]
Voice Mail - Can Transfer Message	The agent is permitted to transfer a call to the voicemail box of another agent or agent group. [Added: 8.5.118.10]