Workspace Desktop Edition User's Guide

Role Privilege Definition

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Role Privilege Definition

The Genesys 8 suite of products implement role-based access to functionality (role privileges). Users are categorized by their role. The role that is assigned to you determines which tasks you are enabled to perform. A role privilege is a single functionality or set of functionalities that are required to complete a Use Case (see Basic Use-Case Summary).

Workspace contains role privileges that are used to handle customer interactions, manage your status, view your KPIs, set personal preferences, and consult with team members.

Role privileges are made available through Views and Windows. Views contain the user-interface elements, such as buttons, menus, and text fields, that enable you to interact with Workspace. Views typically perform single functions, such as setting preferences, viewing KPIs, or viewing the history of an interaction. Windows contain views that are grouped into a single composite interface.