



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

Recording privileges

5/12/2025

Recording privileges

The following table lists the voice and screen recording privileges in the Workspace Recording 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](#)).

Important

A new privilege for Screen Recording was added in 8.5.106.19: Recording - Can Use Screen Recording. It allows a Workspace instance to activate a Screen Recorder Client when it is installed on the workstation. It applies to voice interactions and eServices.

Active Recording Privileges

Role privilege	Description
Recording - Can Use MSML-based and Screen Recording	This privilege is a pre-requisite to permit an agent to use MSML-based and Screen Recording functionality. This privilege is required to: <ul style="list-style-type: none">Control and monitor call recording in MSML mode. In this case it depends on 'Voice - Can Use Voice Channel'Enable screen recording
Recording - Can Monitor Call Recording	The agent is permitted display the status of a MSML-based recorded call. Depends on 'Voice - Can Use Voice Channel' and 'Recording - Can Use MSML-based and Screen Recording'.
Recording - Can Control Call Recording	The agent is permitted to control call recording (not available on all switches). Depends on 'Voice - Can Use Voice Channel'. The type of recording depends on the value specified for the active-recording.voice.recording-type option. For MSML-based recording, it depends on 'Recording - Can Use MSML-based Recording'.
Recording - Can Use Screen Recording [Added: 8.5.106.19]	Enables a Workspace instance to activate a Screen Recorder Client if one is installed on the workstation. It applies to voice and eServices interactions. Depends on 'Recording - Can Use MSML-based and Screen Recording'
Recording - Can Control Screen Recording	The agent is permitted to control screen recording. Depends on 'Recording - Can Use MSML-based and Screen Recording'

Recording privileges

Role privilege	Description
	Screen Recording'
Recording - Can Monitor Screen Recording	The agent is permitted to monitor screen recording. Depends on 'Recording - Can Use MSML-based and Screen Recording'