Workspace Desktop Edition Deployment Guide

Chat privileges

12/15/2025

Chat privileges

[**Modified:** 8.5.108.11, 8.5.115.17, 8.5.128.07]

The following table lists the Chat privileges in the `Interaction Workspace Chat 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).

Chat Privileges

Role privilege	Description
Chat - Can Use Chat Channel	The agent is permitted to use the chat media channel.
Chat - Can Decline	The agent is permitted to reject chat interactions that are directed to the agent.
Chat - Can Use Emojis	The agent is permitted to add emojis to a chat interaction. [**Added:** 8.5.115.17]
Chat - Can Release	The agent is permitted to manually terminate a standard non-asynchronous chat conversation. [**Modified:** 8.5.128.07]
Chat - Can One Step Transfer	The agent is permitted to use the instant-transfer functionality.
Chat - Can Two Step Transfer	The agent is permitted to contact and chat (consultation) prior to transferring the chat interaction to the target.
Chat - Can One Step Conference	The agent is permitted to use the instant-conference functionality.
Chat - Can Two Step Conference	The agent is permitted to contact and chat (consultation) prior to starting a chat conference.
Chat - Can Transfer File From File System	The agent is permitted to select a file and transfer it to the other parties in the interaction. [**Added:** 8.5.115.17]
Chat - Can Transfer File From Standard Response	The agent is permitted to transfer a file from a selected standard response to the other parties in the interaction. [**Added:** 8.5.115.17]
Chat - Can Push Url	The agent is permitted to send URLs to contacts during chat interactions.
Chat - Can Save Attached files	The agent is permitted to save files from the chat transcript to their local workstation. [**Added:** 8.5.115.17]
Chat - Can Set Interaction Disposition	The agent is permitted to set the disposition code of a chat interaction.
Chat - Show Silent Monitoring	The agent is permitted to know when a supervisor is monitoring the agent during a chat interaction.

Role privilege	Description
Chat - Can Preview Customer Typing	The agent can see the text as it is typed by the contact on the your web site chat interface before the contact clicks **Send**. [**Added:** 8.5.108.11]
Chat - Can Place On Hold	The agent is permitted to leave and rejoin an asynchronous chat session. [**Added:** 8.5.128.07]
Chat - Can Release Async	The agent is permitted to manually terminate an asynchronous chat session.[**Added:** 8.5.128.07]

Warning

If the Chat - Can Preview Customer Typing privilege is also granted, and you have configured eServices to hide sensitive personal information that is entered by the contact during the chat, agents will be able to see the information as it is entered, but not after the contact sends it.
Added: 8.5.108.11