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Workspace Desktop Edition Deployment Guide

Callback privileges

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

Callback Privileges

Role privilege	Description
Callback - Can Use Callback	The agent is permitted to use the Callback media.
Callback - Can Reject Invitation	The agent is permitted to decline a Callback so that it can be processed by a different agent. Depends on 'Callback - Can Use Callback Channel'.
Callback - Can Reschedule Current Callback	The agent is permitted to reschedule the current Callback interaction. Depends on 'Callback - Can Use Callback Channel'.
Callback - Can Reschedule Or Submit On New Number	The agent is permitted to reschedule a Callback interaction or submit a new Callback by using a new phone number. Depends on 'Callback - Can Use Callback' and 'Callback - Can Reschedule Current Callback' or 'Callback - Can Submit New Callback'.
Callback - Can Submit New Callback	The agent is permitted to create a new Callback interaction from another interaction or by using the Team Communicator. Depends on 'Callback - Can Use Callback Channel'.