



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

Outbound Campaign privileges

5/12/2025

# Outbound Campaign privileges

[**Modified:** 8.5.115.17]

The following table lists the outbound campaign privileges in the Workspace Outbound 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](#)).

**Outbound Campaign Privileges**

Role privilege	Description
Outbound - Can Use	The agent is permitted to use the Outbound Campaign functions.
Outbound - Can Reject Record	The agent is permitted to decline a preview record so that it can be processed by somebody else in the campaign.
Outbound - Can Cancel Record	The agent is permitted to decline a preview record so that it is not processed at all during the current campaign.
Outbound - Can Dial Alternative Chained Record	The agent is permitted to dial a number from the preview record chain that is different than the number selected by the system.
Outbound - Can Dial On New Number	The agent is permitted to dial an outbound contact using a new number. This results in a new record being added to the chain. Depends on Outbound - Can Use and Outbound - Can Dial Alternative Chained Record. [ <b>Added:</b> 8.5.115.17]
Outbound - Can Get Next Preview Record	The agent is permitted to request a new preview record while the processing of the previous one terminates.
Outbound - Can Use Push Preview	The agent is permitted to actively take part in Outbound Push Preview campaigns.
Outbound - Push Preview Can Decline	The agent is permitted to decline Outbound Push Preview interactions.
Outbound - Can Mark Do Not Call	The agent is permitted to mark a contact as Do Not Call.
Outbound - Can Set Call Result	The agent is permitted to set a call result to the outbound record.
Outbound - Can Reschedule	The agent is permitted to reschedule an outbound record for an active call. Use the Outbound - Can Reschedule Before Call privilege to allow rescheduling before the call is dialed. Depends on Outbound - Can Use.
Outbound - Can Reschedule Before Call	The agent is permitted to reschedule an outbound record before calling the contact (in Pull and Push Preview Mode). Requires privilege Outbound - Can

Role privilege	Description
	Reschedule.
Outbound - Can Reschedule On New Number	The agent is permitted to reschedule an outbound record on a new number (which results in a new record added to the chain).
Outbound - Can Edit Record Data	The agent is permitted to edit the outbound record fields configured as editable.