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Workspace Desktop Edition Deployment Guide

Role privileges

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Role privileges

In the privilege-based model that is implemented by Workspace, an agent is assigned privileges based on the role of the agent. Privileges are enabled or disabled depending on the role that is assigned to the agent. 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](#)).

Refer to *Genesys Administrator Extension Help* and *Genesys Security Guide* for detailed information on how to use Genesys Administrator Extension and Management Framework to configure access permissions. The following tables list and describe the privileges that you can set for Workspace agent roles:

- **Broadcast Message Privileges** lists the Broadcast Message privileges in the Workspace Broadcast Message Privileges section of the Role Privileges tab that can be enabled for a role.
- **Callback Privileges** lists the Callback Privileges in the Workspace Callback Privileges section of the Role Privileges section that can be enabled for a role.
- **Case Information Privileges** lists the Case Information privilege in the Workspace Case Information Tasks section of the Role Privileges tab that can be enabled for a role.
- **Chat Privileges** lists the Chat privileges in the Workspace Chat Access section of the Role Privileges tab that can be enabled for a role.
- **Contact Management Privileges** lists the Contact Management privileges in the Workspace Contact Privileges section of the Role Privileges tab that can be enabled for a role.
- **E-Mail Privileges** lists the E-Mail privileges in the Workspace E-Mail Privileges section of the Role Privileges tab that can be enabled for a role.
- **IM Privileges** lists the internal IM privileges in the Workspace Instant Messaging Privileges section of the Role Privileges tab that can be enabled for a role.
- **Interaction Management Privileges** lists the Interaction Management privileges in the Workspace Interaction Management Privileges section of the Role Privileges tab that can be enabled for a role.
- **Main Window Privileges** lists the Main Window privileges in the Workspace Workspace Privileges section of the Role Privileges tab that can be enabled for a role.
- **Outbound Campaign Privileges** lists the outbound campaign privileges in the Workspace Outbound Privileges section of the Role Privileges tab that can be enabled for a role.
- **Recording Privileges** lists the voice privileges in the Workspace Recording Privileges section of the Role Privileges tab that can be enabled for a role.
- **Security Privileges** lists the Security privileges in the Workspace Security Privileges section of the Role Privileges tab that can be enabled for a role.
- **SMS Privileges** lists the SMS privileges in the Workspace SMS Access section of the Role Privileges tab that can be enabled for a role.
- **Standard Response Privileges** lists the Standard Resource Library (SRL) privileges in the Workspace Standard Response Privileges section of the Role Privileges tab that can be enabled for a role.
- **Statistics Privileges** lists the Statistics privileges in the Workspace Statistics Privileges section of the Role Privileges tab that can be enabled for a role.

- **Team Communicator Privileges** lists the Team Communicator privileges in the Workspace Team Communicator Privileges section of the Role Privileges tab that can be enabled for a role.
- **Team Lead Privileges** lists the Team Lead privileges in the Workspace Team Lead Privileges section of the Role Privileges tab that can be enabled for a role.
- **Voice Privileges** lists the voice privileges in the Workspace Voice Privileges section of the Role Privileges tab that can be enabled for a role.
- **Voicemail Privileges** lists the voicemail privileges in the Workspace Voice Privileges section of the Role Privileges tab that can be enabled for a role.
- **Web Callback Privileges** lists the Web Callback privileges in the Workspace Web Callback Access section of the Role Privileges tab that can be enabled for a role.
- **Workbins Privileges** lists the Workbin privileges in the Workspace Workbin Privileges section of the Role Privileges tab that can be enabled for a role.
- **Workitem Privileges** lists the Workitem privileges in the Workspace Workitem Privileges section of the Role Privileges tab that can be enabled for a role.
- **Workspace SIP Endpoint Privileges** lists the Workspace SIP Endpoint privileges in the Workspace SIP Tasks section of the Role Privileges tab that can be enabled for a role.