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Workspace Desktop Edition Deployment Guide

Voice privileges

Voice privileges

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

Voice Privileges

Role privilege	Description
Voice - Can Answer Call	The agent can choose to answer a voice interaction that is routed to their desktop. Auto-answer is disabled.
Voice - Can Use Voice Channel	The agent is permitted to use the voice channel. The other voice privileges cannot be configured if the value is Not Assigned.
Voice - Can Answer Call	The agent can choose to answer a voice interaction that is routed to their desktop. Auto-answer is disabled.
Voice - Can Delete From Conference	The agent can remove a party from a voice conference.
Voice - Can Forward Call	The agent is permitted to configure a call forward to a different number for voice interactions.
Voice - Can Hold/Retrieve Call	The agent is permitted to put voice interactions on hold and retrieve voice interactions that are on hold.
Voice - Can Make Call	The agent is permitted to call both internal targets and contacts.
Voice - Can End Consultation Call	The agent is permitted to manually end a voice consultation call. The behavior of this privilege depends on the option voice.end-consultation-method.
Voice - Can One Step Conference	The agent is permitted to start conferences without speaking with the target first (Instant Conference).
Voice - Can One Step Transfer	The agent is permitted to transfer calls without speaking with the target first (Instant Transfer).
Voice - Can Suspend or Reinstate A Conference Party [Modified: 8.5.109.16]	Enables a conference member to suspend another member from the conference or reinstate a member to the conference. Enables agents in a conference to prevent a party in the conference from listening to the call (Suspend the party from the conference). Once listening is denied, any agent can then re-allow the party to listen to the conference (Reinstate the party to the conference). If you use SIP Server to control the voice channel, SIP Server version 8.1.101.81 or higher is required to support this feature. This privilege was formally Voice - Can Deny Or Authorize Listening For A

Role privilege	Description
	Conference Party.
Voice - Can Reject Call	The agent can choose to reject a voice interaction that is routed to their desktop.
Voice - Can Release Call	The agent is permitted to manually end calls.
Voice - Can Send DTMF	The agent is permitted to attach DTMF to the call data.
Voice - Can Set Interaction Disposition	The agent is permitted to specify the call outcome by setting the disposition code.
Voice - Can Two Step Conference	The agent is permitted to contact and speak (consultation) prior to starting a conference.
Voice - Can Two Step Transfer	The agent is permitted to contact and speak (consultation) prior to transferring the voice interaction to the target.
Voice - Show Silent Monitoring	The agent is permitted to know when they are being silently monitored by a supervisor.
Voice - Can Suspend or Reinstate Customer Party in a Coached Call [New: 8.5.155.03]	Enables an agent or supervisor to suspend or reinstate the caller from a coached call.