Workspace Desktop Edition Deployment Guide

Workitem privileges

5/10/2025

Workitem privileges

The following table lists the Workitem privileges in the `Workspace Workitem 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).

Workitem Privileges

Role privilege	Description
Workitem - Can Use WorkItem Channel	The agent is permitted to use the workitem media channel.
Workitem - Can Decline	The agent is permitted to decline incoming workitem interactions.
Workitem - Can One Step Transfer	The agent is permitted to use the instant-transfer functionality.
Workitem - Can Set Interaction Disposition	The agent is permitted to set the disposition code of a workitem interaction.
Workitem - Can Mark Done	The agent is permitted to mark workitem interactions as Done.
Workitem - Can Move To Workbin	The agent is permitted to move workitem interactions to a workbin for later handling or handling by another agent or agent group.