



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

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.