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# Web Services and Applications Configuration Guide

Enabling Privileges and Features

# Enabling Privileges and Features

To enable functionality like media channels and supervisor capabilities in Workspace Web Edition, you typically need to enable related Workspace privileges **and** Web Services features.

Check out the table below for details about which privileges and features you should enable for a given task or functionality:

Functionality	Workspace Privileges	Web Services Features
Voice	<ul style="list-style-type: none"> <li>privilege.voice.can-use</li> <li>privilege.voicemail.can-use</li> <li>privilege.outbound.can-use</li> <li>privilege.teamlead.can-use</li> </ul>	<ul style="list-style-type: none"> <li>api-voice</li> </ul>
Chat	<ul style="list-style-type: none"> <li>privilege.chat.can-use</li> <li>privilege.teamlead.can-use</li> <li>privilege.SRL.can-use</li> <li>privilege.contact.can-use</li> </ul>	<ul style="list-style-type: none"> <li>api-multimedia-chat</li> </ul>
Universal Contact Server (USC) Contacts for Voice Interactions	<ul style="list-style-type: none"> <li>privilege.SRL.can-use</li> <li>privilege.contact.can-use</li> </ul>	<ul style="list-style-type: none"> <li>api-ucs-voice</li> </ul>
Email	<ul style="list-style-type: none"> <li>privilege.email.can-use</li> <li>privilege.workbins.can-use</li> <li>privilege.my-team-workbins.can-use</li> <li>privilege.interaction-management.can-use</li> <li>privilege.SRL.can-use</li> <li>privilege.contact.can-use</li> <li>privilege.contact.can-open.email.from-history</li> </ul>	<ul style="list-style-type: none"> <li>api-multimedia-email</li> </ul>
Facebook	<ul style="list-style-type: none"> <li>privilege.facebook.can-use</li> <li>privilege.SRL.can-use</li> </ul>	<ul style="list-style-type: none"> <li>api-multimedia-facebook</li> </ul>

Functionality	Workspace Privileges	Web Services Features
	<ul style="list-style-type: none"> <li>• privilege.contact.can-use</li> </ul>	
Instant Messaging	<ul style="list-style-type: none"> <li>• privilege.im.can-use</li> </ul>	<ul style="list-style-type: none"> <li>• api-voice-instant-messaging</li> </ul>
Twitter	<ul style="list-style-type: none"> <li>• privilege.twitter.can-use</li> <li>• privilege.SRL.can-use</li> <li>• privilege.contact.can-use</li> </ul>	<ul style="list-style-type: none"> <li>• api-multimedia-twitter</li> </ul>
WebRTC	<ul style="list-style-type: none"> <li>• privilege.web-rtc.can-use</li> </ul>	<ul style="list-style-type: none"> <li>• api-devices-webrtc</li> <li>• api-voice</li> </ul>
Workitems	<ul style="list-style-type: none"> <li>• privilege.workitem-channels.can-use</li> <li>• privilege.&lt;media-type&gt;.can-decline</li> <li>• privilege.&lt;media-type&gt;.can-mark-done</li> <li>• privilege.&lt;media-type&gt;.can-move-to-workbin</li> <li>• privilege.&lt;media-type&gt;.can-one-step-transfer</li> <li>• privilege.&lt;media-type&gt;.can-set-interaction-disposition</li> <li>• privilege.contact.can-open.&lt;media-type&gt;.from-history</li> </ul>	<ul style="list-style-type: none"> <li>• api-multimedia-workitem</li> </ul>
Supervisor *	<ul style="list-style-type: none"> <li>• privilege.myagents.can-use</li> </ul>	<ul style="list-style-type: none"> <li>• api-supervisor-agent-control</li> </ul>

\* - You must also set the `statisticsMonitorMultimediaChannelStates` option to true in the `server-settings.yaml` file so that My Agents has states for multimedia channels. **Note:** My Agents is only supported if the supervisor and agents are configured under the same switch.

## Enabling features by editing the Feature Definition file

You can enable features by editing the Feature Definition file. For full instructions, see [Enabling features in the Feature Definition file](#) in the *Web Services and Application Deployment Guide*.