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

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

* - 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*.