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Workspace Desktop Edition Deployment Guide

Chat Privileges

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The following table lists the Chat privileges in the Interaction Workspace Chat Access 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 (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).

Chat Privileges

Role privilege	Description
Chat - Can Use Chat Channel	The agent is permitted to use the chat media channel.
Chat - Can Decline	The agent is permitted to reject chat interactions that are directed to the agent.
Chat - Can Release	The agent is permitted to end chat interactions.
Chat - Can One Step Transfer	The agent is permitted to use the instant-transfer functionality.
Chat - Can One Step Conference	The agent is permitted to use the instant-conference functionality.
Chat - Can Push Url	The agent is permitted to send URLs to contacts during chat interactions.
Chat - Can Set Interaction Disposition	The agent is permitted to set the disposition code of a chat interaction.
Chat - Show Silent Monitoring	The agent is permitted to know when a supervisor is monitoring the agent during a chat interaction.