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Workspace Desktop Edition Deployment Guide

E-Mail Privileges

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

E-Mail Privileges

Role privilege	Description
E-Mail - Can Use E-Mail Channel	The agent is permitted to use the email media channel.
E-Mail - Can Decline	The agent is permitted to reject email interactions that are directed to the agent.
E-Mail - Can Forward To External Resource	The agent is permitted to configure an external email address to which email interactions can be forwarded.
E-Mail - Can Mark Done	The agent is permitted to mark email interactions as Done.
E-Mail - Can Move to Workbin	The agent is permitted to move email interactions to a workbin for later handling or handling by another agent or agent group.
E-Mail - Can Reply	The agent is permitted to reply to the sender of an inbound email interaction.
E-Mail - Can Reply All	The agent is permitted to reply to the sender and all other addressees of inbound email interaction.
E-Mail - Can Send	The agent is permitted to send email interactions to a target.
E-Mail - Can Interim Send	The agent is permitted to send interim email interactions to a target.
E-Mail - Can Save	The agent is permitted to save email interactions in the in-progress workbin.
E-Mail - Can Add Attachments	The agent is permitted to include attached files in email interactions.
E-Mail - Can Delete	The agent is permitted to delete email interactions from the contact database.
E-Mail - Can Print	The agent is permitted to print a hard copy of an email interaction.
E-Mail - Can Set Interaction Disposition	The agent is permitted to set the disposition code of an email interaction.

E-Mail Privileges

Role privilege	Description
E-Mail - Can Transfer	The agent is permitted to use the instant-transfer functionality.
E-Mail - Can Forward to External Resource	The agent is permitted to forward inbound email interactions to external resources.