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Workspace Desktop Edition Deployment Guide

SMS Privileges

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The following table lists the SMS privileges in the Interaction Workspace SMS 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](#)).

SMS Privileges

Role privilege	Description
SMS - Can Use SMS Channel	The agent is permitted to use the SMS media channel.
SMS - Can Decline	The agent is permitted to reject SMS interactions that are directed to the agent.
SMS - Can One Step Transfer	The agent is permitted to use the instant-transfer functionality.
SMS - Can Set Interaction Disposition	The agent is permitted to set the disposition code of a SMS interaction.
SMS - Can Create	The agent is permitted to create SMS interactions from the Team Communicator and the Contact Directory.