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Workspace Desktop Edition Deployment Guide

Voice Privileges

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

Voice Privileges

Role privilege	Description
Voice - Can Answer Call	The agent can choose to answer a voice interaction that is routed to their desktop. Auto-answer is disabled.
Voice - Can Delete From Conference	The agent can remove a party from a voice conference.
Voice - Can Forward Call	The agent is permitted to configure a call forward to a different number for voice interactions.
Voice - Can Hold/Retrieve Call	The agent is permitted to put voice interactions on hold and retrieve voice interactions that are on hold.
Voice - Can Make Call	The agent is permitted to call both internal targets and contacts.
Voice - Can Control Call Recording	The agent is permitted to perform an emergency recording of the call (this functionality is not available for all supported switches). Depends on setting the Interaction Workspace Voice privilege to Can Use. The type of recording depends on the active-recording.voice.recording-type option which can be set to one of the following values: NETANN (default) for emergency recording, or MSML for active recording.
Voice - Can One Step Conference	The agent is permitted to start conferences without speaking with the target first (Instant Conference).
Voice - Can One Step Transfer	The agent is permitted to transfer calls without speaking with the target first (Instant Transfer).
Voice - Voice - Can Deny or Authorize Listening for a Conference Party	Enables the initiator of a conference to prevent a party in the conference from listening to the call. Once listening is denied, the initiator can then realow the party to listen to the conference.
Voice - Can Reject Call	The agent can choose to reject a voice interaction that is routed to their desktop.

Role privilege	Description
Voice - Can Release Call	The agent is permitted to manually end calls.
Voice - Can Send DTMF	The agent is permitted to attach DTMF to the call data.
Voice - Can Set Interaction Disposition	The agent is permitted to specify the call outcome by setting the disposition code.
Voice - Can Two Step Conference	The agent is permitted to contact and speak (consultation) prior to starting a conference.
Voice - Can Two Step Transfer	The agent is permitted to contact and speak (consultation) prior to transferring the voice interaction to the target.
Voice - Show Silent Monitoring	The agent is permitted to know when they are being silently monitored by a supervisor.
Voice - Voice Channel	The agent is permitted to use the voice channel. The other voice privileges cannot be configured if the value is Not Assigned.