# GENESYS™

# Workspace Desktop Edition Deployment Guide

## Web Callback Privileges

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The following table lists the Web Callback privileges in the `Interaction Workspace Web Callback 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).

**Web Callback Privileges**

| Role privilege | Description |
|---|---|
| Web Callback - Can Use Callback Channel | The agent is permitted to use the Web Callback media channel. |
| Web Callback - Can Decline | The agent is permitted to reject Web Callback interactions that are directed to the agent. |
| Web Callback - Can Reschedule | The agent is permitted to reschedule a Web Callback interaction. |
| Web Callback - Can Reschedule On New Number | The agent is permitted to reschedule a Web Callback interaction by using a new phone number. |
| Web Callback - Can Set Interaction Disposition | The agent is permitted to set the disposition code of a Web Callback interaction. |
| Web Callback - Can Mark Done | The agent is permitted to mark inbound Web Callback interactions as Done without processing them further. |