

GENESYS

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Workspace Desktop Edition Deployment Guide

Active Recording Privileges

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The following table lists the voice privileges in the Interaction Workspace Active Recording 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).

Active Recording Privileges

Role privilege	Description
Active Recording - Can Use	The agent is permitted to use the Active Recording functionality. This privilege is required to control and monitor call recording in MSML mode
Active Recording - Can Monitor Voice Recording	The agent is permitted to see the voice recording state indicator change dynamically.