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Workspace Desktop Edition Deployment Guide

IM Privileges

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The following table lists the internal IM privileges in the Interaction Workspace Instant Messaging 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](#)).

IM Privileges

Role privilege	Description
Instant Messaging - Can Release	The agent is permitted to end Instant Messaging sessions.
Instant Messaging - Can Make	The agent is permitted to initiate Instant Messaging sessions.
Instant Messaging - Can Use	The agent is permitted to use the Instant Messaging media. The other IM privileges cannot be configured if the value is Not Assigned.