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# Workspace Desktop Edition Deployment Guide

Outbound Campaign Privileges

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# Outbound Campaign Privileges

The following table lists the outbound campaign privileges in the Interaction Workspace Outbound 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](#)).

**Outbound Campaign Privileges**

| Role privilege                                 | Description  |
|--|--|
| Outbound - Can Use                             | The agent is permitted to use the Outbound Campaign functions.   |
| Outbound - Can Reject Record                   | The agent is permitted to decline a preview record so that it can be processed by somebody else in the campaign.   |
| Outbound - Can Cancel Record                   | The agent is permitted to decline a preview record so that it is not processed at all during the current campaign.   |
| Outbound - Can Dial Alternative Chained Record | The agent is permitted to dial a number from the preview record chain that is different than the number selected by the system.  |
| Outbound - Can Get Next Preview Record         | The agent is permitted to request a new preview record while the processing of the previous one terminates.  |
| Outbound - Can Use Push Preview                | The agent is permitted to actively take part in Outbound Push Preview campaigns.   |
| Outbound - Push Preview Can Decline            | The agent is permitted to decline Outbound Push Preview interactions.  |
| Outbound - Can Mark Do Not Call                | The agent is permitted to mark a contact as Do Not Call.   |
| Outbound - Can Set Call Result                 | The agent is permitted to set a call result to the outbound record.  |
| Outbound - Can Reschedule                      | The agent is permitted to reschedule an outbound record for an active call. Use the Outbound - Can Reschedule Before Call privilege to allow rescheduling before the call is dialed. Depends on Outbound - Can Use. <b>Modified:</b> 8.1.40x.xx. |
| Outbound - Can Reschedule Before Call          | The agent is permitted to reschedule an outbound record before calling the contact (in Pull and Push Preview Mode). Requires privilege Outbound - Can Reschedule. <b>Added:</b> 8.1.40x.xx   |
| Outbound - Can Reschedule On New Number        | The agent is permitted to reschedule an outbound record on a new number (which results in a new record added to the chain).  |
| Outbound - Can Edit Record Data                | The agent is permitted to edit the outbound record   |

## Outbound Campaign Privileges

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| Role privilege | Description                    |
|----------------|--------------------------------|
|                | fields configured as editable. |