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Workspace Desktop Edition Deployment Guide

Standard Response Privileges

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Standard Response Privileges

The following table lists the Standard Resource Library (SRL) privileges in the Interaction Workspace Standard Response 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](#)).

Standard Response Privileges

Role privilege	Description
Standard Response Library - Can Use	The agent is permitted to access the Standard Response Library.