# Workspace Desktop Edition Deployment Guide

Team Lead Privileges

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# Team Lead Privileges

The following table lists the Team Lead privileges in the `Interaction Workspace Team Lead 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). Also, refer to the Procedure: Enabling agents to be Team Leads.

**Team Lead Privileges**

| Role privilege | Description |
|---|---|
| Team Lead - Can Use | Allows the agent to use Team Lead functionality. |
| Team Lead - Can Auto Coach Voice Interactions | Permits a Team Lead to automatically coach all the voice interactions of a selected agent. **Added:** 8.1.40x.xx |
| Team Lead - Can Auto Coach Chat Interactions | Permits a Team Lead to automatically coach all the chat interactions of a selected agent. **Added:** 8.1.40x.xx |
| Team Lead - Can Auto Monitor Chat Interactions | Allows the automatic monitoring of all the chat interactions of a selected agent. |
| Team Lead - Can Auto Monitor Voice Interactions | Allows the automatic monitoring of all the voice interactions of a selected agent. |
| Team Lead - Can Barge-in Chat | Allows the team lead to Barge in to Chat interactions. |
| Team Lead - Can Barge-in Voice | Allows the team lead to barge in to voice interactions. |
| Team Lead - Can Coach Chat Via Chat | Allows the team lead to coach an agent via the chat channel for a monitored chat interaction. |
| Team Lead - Can Coach Chat Via Voice | Allows the team lead to coach an agent via the voice channel during a monitored chat interaction. |
| Team Lead - Can Coach Chat and Voice Via IM | Allows the team lead to coach an agent via the instant messaging channel during a monitored chat or voice interaction. |
| Team Lead - Can Coach Current Voice Interactions | Permits a Team Lead to coach the current voice interactions of a selected agent. **Added:** 8.1.40x.xx |
| Team Lead - Can Coach Current Chat interactions | Permits a Team Lead to coach the current chat interactions of a selected agent.**Added:** 8.1.40x.xx |
| Team Lead - Can Monitor Current Monitor Chat Interactions | Allows the monitoring of a selected active chat interaction of a selected agent. |
| Team Lead - Can Monitor Current Voice Interactions | Allows the monitoring of the currently active voice interaction of a selected agent. |
| Team Lead - Can Stop Supervising Chat | Allows the team lead to stop supervising chat interactions for the selected agent. |

Team Lead Privileges

| Role privilege | Description |
| --- | --- |
| Team Lead - Can Stop Supervising Voice | Allows the team lead to stop supervising voice interactions for the selected agent. |