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Workspace Desktop Edition Deployment Guide

Web Callback Privileges

4/7/2025

Web Callback Privileges

The following table lists the Web Callback privileges in the Interaction Workspace Web Callback Access 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](#)).

Role privilege	Description
Web Callback - Can Cancel	Permits an agent to decline a Web Callback so that it is not processed. Depends on 'Web Callback - Can Use Web Callback Channel'. Added: 8.1.40x.xx
Web Callback - Can Use Callback Channel	The agent is permitted to use the Web Callback media channel.
Web Callback - Can Decline	The agent is permitted to reject Web Callback interactions that are directed to the agent.
Web Callback - Can Reject	Permits an agent to decline a Web Callback so that it can be processed by a different agent. Depends on 'Web Callback - Can Use Web Callback Channel'. Added: 8.1.40x.xx
Web Callback - Can Reschedule	The agent is permitted to reschedule a Web Callback interaction. Use the Web Callback - Can Reschedule Before Call privilege to allow rescheduling before the call is dialed. Depends on Web Callback - Can Use Web Callback Channel. Modified: 8.1.40x.xx
Can Reschedule Before Call	The agent is permitted to reschedule a Web Callback Preview at a different date and/or time. The Can Reschedule privilege must be enabled for this privilege to be active. If Can Reschedule is enabled but Can Reschedule Before Call is disabled, agents can still reschedule the Web Callback Preview after they have connected and disconnected the call. Depends on 'Web Callback - Can Reschedule'. Added: 8.1.40x.xx
Web Callback - Can Reschedule On New Number	The agent is permitted to reschedule a Web Callback interaction by using a new phone number.
Web Callback - Can Set Interaction Disposition	The agent is permitted to set the disposition code of a Web Callback interaction.
Web Callback - Can Mark Done	The agent is permitted to mark inbound Web Callback interactions as Done without processing them further.