Workspace Desktop Edition Deployment Guide

IM privileges

5/8/2025

IM privileges

The following table lists the internal IM privileges in the `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 Extension (refer to the Procedure: Creating a Role, allowing a 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`.