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Workspace Desktop Edition Deployment Guide

Interaction Management privileges

5/8/2025

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[**Modified:** 8.5.110.13]

The following table lists the Interaction Management privileges in the Workspace Interaction Management 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](#)).

Interaction Management Privileges

Role privilege	Description
Interaction Management - Can Edit Case Data	The agent is permitted to edit the case information of an interaction in a queue or a workbin. Requires 'Workbins - Can Use My Workbins' or 'Workbins - Can Use My Team Workbins' or 'Interaction Queue Management - Can Use'.
Interaction Management - Can Search In Interaction Queues	The agent is permitted to use the search filter function in the My Interaction Queues view. Added: 8.5.110.13
Interaction Management - Can Move to Queue	The agent is permitted to move an interaction from a workbin or from a queue to a queue. Requires 'Workbins - Can Use My Workbins' or 'Workbins - Can Use My Team Workbins' or 'Interaction Queue Management - Can Use'.
Interaction Management - Can Move to Workbin	The agent is permitted to move an interaction from a workbin or from a queue to a workbin. Requires 'Workbins - Can Use My Workbins' or 'Workbins - Can Use My Team Workbins' or 'Interaction Queue Management - Can Use'.
Interaction Management - Can Use	The agent is permitted to access the interaction queue management functions.