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Workspace Desktop Edition Deployment Guide

Voicemail privileges

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Voicemail privileges

[**Added:** 8.5.100.05] [**Modified:** 8.5.118.10]

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

Voicemail Privilege

Role privilege	Description
Voice Mail - Can Use	The agent is permitted to use the voicemail feature to use, control, and monitor Voicemail boxes.
Voice Mail - Can Deposit Message	The agent is permitted to call the voicemail box of another agent or agent group. [Added: 8.5.118.10]
Voice Mail - Can Transfer Message	The agent is permitted to transfer a call to the voicemail box of another agent or agent group. [Added: 8.5.118.10]