User Roles and Permissions - Lite Users (LVP 8.0)

Permissions/Powers		Description	AUDITOR	REPORT ADMIN	CLIENT AUDITOR	ALERTS ONLY
			User that oversees campaigns and agents through view-only access	User with access to the reporting suite	User with listen-only access to live and pre-recorded calls	User with no LVP access who just receives alerts via e-mail
Configurable Powers			Access Call Recording Report Download Call Recording Stream (Playback) Call Recording Stream (Video) Screen Recording	Access Call Recording Report Download Call Recording Stream (Playback) Call Recording Stream (Video) Screen Recording	View Costs Access To Reports Access To Real Time Reports Access To Service Efficiency Report Access To Campaign Summary Report Access To Billing Duration Report Access Call Recording Report Download Call Recording Stream (Playback) Call Recording Stream (Video) Screen Recording	*None*
Campaign Monitor	Client		View Only	*None*	*None*	*None*
	Call Center		View Only	*None*	*None*	*None*
	Service		View Only	*None*	*None*	*None*
	Campaign Control		View Only	*None*	View Only	*None*
Agent Monitor	Monitor		Listen Only	*None*	Listen Only	*None*
	Switch Active/Inactive Status		*None*	*None*	*None*	*None*
	Switch Service		*None*	*None*	*None*	*None*
	Logoff		*None*	*None*	*None*	*None*
	Send Message		*None*	*None*	*None*	*None*
	Chat		*None*	*None*	*None*	*None*
Configure	Campaigns		*None*	*None*	*None*	*None*
	Campaign Templates		*None*	*None*	*None*	*None*
	Segmentation		*None*	*None*	*None*	*None*
	Email		*None*	*None*	*None*	*None*
	Client		*None*	*None*	*None*	*None*
	Call Centers		*None*	*None*	*None*	*None*
	Service Groups		*None*	*None*	*None*	*None*
	Services		*None*	*None*	*None*	*None*
	DNC		View Only	*None*	*None*	*None*
	Contacts		*None*	*None*	*None*	*None*
	Fields		*None*	*None*	*None*	*None*
	Profiles		*None*	*None*	*None*	*None*
	Contact Timing		*None*	*None*	*None*	*None*
	Strategy		*None*	*None*	*None*	*None*
	CID		*None*	*None*	*None*	*None*
	Phone Numbers		*None*	*None*	*None*	*None*
	Agent Desktop		*None*	*None*	*None*	*None*
	Termination Codes		*None*	*None*	*None*	*None*
	Agents		*None*	*None*	*None*	*None*
	Agent Skill		*None*	*None*	*None*	*None*
	Agent Teams		*None*	*None*	*None*	*None*
	Agent Phonebook		*None*	*None*	*None*	*None*
	Messages		*None*	*None*	*None*	*None*
	Phrases		*None*	*None*	*None*	*None*
	Call Flows		*None*	*None*	*None*	*None*
	FTP Browser		*None*	*None*	*None*	*None*
	Input Filter		*None*	*None*	*None*	*None*
	Report Writer		*None*	*None*	*None*	*None*
	Reporting Outcomes		*None*	*None*	*None*	*None*
	Jobs		*None*	*None*	*None*	*None*
	Audit Log Viewer		*None*	*None*	*None*	*None*
	User		*None*	*None*	*None*	*None*
Review	Reports		Optional - Depending on configurable powers	Optional - Depending on configurable powers	Optional - Depending on configurable powers	*None*

Refer to the Administrative User Guide for additional information.