

User Roles and Permissions - Power Users (LVP 8.0)

		SYSADMIN	SUPERUSER	MANAGER	IT USER	
Description		User with full access and ability to administer other users	Powerful user with full access except for some Configure tools and inability to administer Sysadmins	User that supervises campaigns and agents	User with access to Configure tools and user monitoring	
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	Access/Edit DNC List Administer Agents Create/edit Dialing Strategies Create/edit Campaign Templates Upload Campaigns Includes: Make Test Call Upload Campaigns Requeue Campaigns Ability to Modify Services Access to Contact Manager Access Call Recording Report Download Call Recording Stream (Playback) Call Recording Stream (Video) Screen Recording	None	
Campaign Monitor	Client	Full	Full	Full	Full	
	Call Center	Full	Full	Full	Full	
	Service	Full	Full	Full	Full	
	Campaign Control	Full	Full	Full	View Only	
Agent Monitor	Monitor	Full	Full	Full	Full	
	Switch Active/Inactive Status	Full	Full	Full	Full	
	Switch Service	Full	Full	Full	Full	
	Logoff	Full	Full	Full	Full	
	Send Message	Full - Excluding 10DMT and HCI	Full - Excluding 10DMT and HCI	Full - Excluding 10DMT and HCI	Full - Excluding 10DMT and HCI	
	Chat	Full - Excluding 10DMT and HCI	Full - Excluding 10DMT and HCI	Full - Excluding 10DMT and HCI	Full - Excluding 10DMT and HCI	
Permissions/Powers	Configure	Campaigns	Full	Full	Optional	None
		Campaign Templates	Full	Full	Optional	None
		Segmentation	Full	Full	Optional	None
		Email	Full	Full	None	Full
		Client	Full	None	None	Full - Excluding Security tab
		Call Centers	Full	None	None	Full
		Service Groups	Full	Full	Full	Full
		Services	Full	Full	Optional	Full
		DNC	Full	Full	Optional	Full
		Contacts	Full	Full	Optional	None
		Fields	Full	None	None	Full
		Profiles	Full	Full	None	Full
		Contact Timing	Full	Full	Full	None
		Strategy	Full	Full	Optional	None
		CID	View Only	View Only	View Only	None
		Phone Numbers	Full	Full	None	Full
		Agent Desktop	Full	None	None	Full
		Termination Codes	Full	None	None	Full
		Agents	Full	Full	Optional	Full
		Agent Skill	Full	Full	Optional	Full
		Agent Teams	Full	Full	View Only	Full
		Agent Phonebook	Full	None	None	Full
		Messages	Full	None	None	Full
		Phrases	Full	None	None	Full
		Call Flows	Full	None	None	Full
		FTP Browser	Full	None	None	Full
		Input Filter	Full	None	None	Full
Report Writer	Full	None	None	Full		
Reporting Outcomes	Full	None	None	Full		
Jobs	View Only	None	None	View Only		
Audit Log Viewer	Full	None	None	Full		
User	Full	Full except Sysadmin	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.