# User Roles and Permissions - Power Users (U10)

| | SYSADMIN | SUPERUSER | MANAGER | IT USER |
|---|---|---|---|---|
| | 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<br>Download Call Recording<br>Stream (Playback) Call Recording<br>Stream (Video) Screen Recording | Access Call Recording Report<br>Download Call Recording<br>Stream (Playback) Call Recording<br>Stream (Video) Screen Recording | Access/Edit DNC List<br>Administer Agents<br>Create/edit Dialing Strategies<br>Create/edit Campaign Templates<br>Upload Campaigns Includes:<br>   Make Test Call<br>   Upload Campaigns<br>   Requeue Campaigns<br>Ability to Modify Services<br>Access to Contact Manager<br>Access Call Recording Report<br>Download Call Recording<br>Stream (Playback) Call Recording<br>Stream (Video) Screen Recording | *None* |
| **Service Scope Restrictions** | *None* | Monitor<br>Campaign Manager<br>Template Manager<br>Agent Configuration<br>Resource Group<br>Services editor | Monitor<br>Campaign Manager<br>Template Manager<br>Agent Configuration<br>Resource Group<br>Services editor | *None* |
| **Default Group** | Monitor | Monitor | Monitor | Configure |

## User Roles and Permissions - Power Users (U10) Continued

| | | 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 |
| **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 |
| **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 |
| | Scheduled Callback | Full | Full | View Only | 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 |

**Permissions/Powers**

User permissions for LiveVox add-on products are specific to your site. Contact the LiveVox Customer Care Team to update these user permissions. Refer to the Administrative User Guides for additional information.