

User Roles and Permissions - Lite Users (U10)

	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	<p>Access Call Recording Report</p> <p>Download Call Recording Stream (Playback) Call Recording Stream (Video) Screen Recording</p>	<p>Access Call Recording Report</p> <p>Download Call Recording Stream (Playback) Call Recording Stream (Video) Screen Recording</p>	<p>View Costs</p> <p>Access To Reports</p> <p>Access To Real Time Reports</p> <p>Access To Service Efficiency Report</p> <p>Access To Campaign Summary Report</p> <p>Access To Billing Duration Report</p> <p>Access Call Recording Report</p> <p>Download Call Recording Stream (Playback) Call Recording Stream (Video) Screen Recording</p>	None
Service Scope Restrictions	Monitor	None	Monitor	None
Default Group	Monitor	Review	Monitor	None

User Roles and Permissions - Lite Users (U10) Continued

		AUDITOR	REPORT ADMIN	CLIENT AUDITOR	ALERTS ONLY
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	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
	Scheduled Callback	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	Optional - Depending on configurable powers
WFO	Assessor	Full	Full	Full	None
	Screen Recording Report	Full	Full	Full	None
	Call Recording Report	Full	Full	Full	None

Refer to the Administrative User Guide for additional information.