

User Roles and Permissions - Power Users (U11)

| | 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 Download Call Recording Stream (Playback) Call Recording Download Screen Recording Access Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail Recording | Access Call Recording Report Download Call Recording Stream (Playback) Call Recording Download Screen Recording Access Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail Recording | Access/Edit DNC List Administer Agents Create/edit Dialing Strategies Create/edit Campaign Templates Access to Segmentations 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 Download Screen Recording Access Ticketing Access Accounts Access Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail Recording | <i>None</i> |
| Service Scope Restrictions | <i>None</i> | Monitor Campaign Manager Template Manager Agent Configuration Resource Group Services editor | Monitor Campaign Manager Template Manager Agent Configuration Resource Group Services editor | <i>None</i> |
| Default Group | Monitor | Monitor | Monitor | Configure |

User Roles and Permissions - Power Users (U11) Continued

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|---------------------------|-------------------------------|---|--|---|---|-------------------------------|
| 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 | |
| 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 |
| | | 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 | |

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.