

**User Roles and Permissions - Lite Users (U11)**

	<b>AUDITOR</b>	<b>REPORT ADMIN</b>	<b>CLIENT AUDITOR</b>	<b>ALERTS ONLY</b>
	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
<b>Configurable Powers</b>	Access to 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 to Call Recording Report Download Call Recording Stream (Playback) Call Recording Download Screen Recording Access Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail 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 Download Screen Recording Access Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail Recording	<i>None</i>
<b>Service Scope Restrictions</b>	Monitor	<i>None</i>	Monitor	<i>None</i>
<b>Default Group</b>	Monitor	Review	Monitor	<i>None</i>

**User Roles and Permissions - Lite Users (U11) Continued**

		<b>AUDITOR</b>	<b>REPORT ADMIN</b>	<b>CLIENT AUDITOR</b>	<b>ALERTS ONLY</b>
<b>Description</b>		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
<b>Campaign Monitor</b>	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
<b>Agent Monitor</b>	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
<b>Permissions/Powers</b>	<b>Configure</b>	Campaigns	None	None	None
		Campaign Templates	None	None	None
		Segmentation	None	None	None
		Email	None	None	None
		Client	None	None	None
		Call Centers	None	None	None
		Service Groups	None	None	None
		Services	None	None	None
		DNC	View Only	None	None
		Contacts	None	None	None
		Fields	None	None	None
		Profiles	None	None	None
		Contact Timing	None	None	None
		Strategy	None	None	None
		CID	None	None	None
		Phone Numbers	None	None	None
		Agent Desktop	None	None	None
		Termination Codes	None	None	None
		Agents	None	None	None
		Agent Skill	None	None	None
		Agent Teams	None	None	None
		Agent Phonebook	None	None	None
		Scheduled Callback	None	None	None
		Messages	None	None	None
		Phrases	None	None	None
		Call Flows	None	None	None
		FTP Browser	None	None	None
		Input Filter	None	None	None
		Report Writer	None	None	None
		Reporting Outcomes	None	None	None
		Jobs	None	None	None
		Audit Log Viewer	None	None	None
User	None	None	None		
<b>Review</b>	<b>Reports</b>	Optional - Depending on configurable powers	Optional - Depending on configurable powers	Optional - Depending on configurable powers	Optional - Depending on configurable 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.