

**User Roles and Permissions - Power Users (U12)**

	<b>SYSADMIN</b>	<b>SUPERUSER</b>	<b>MANAGER</b>	<b>IT USER</b>
	<b>User with full access and ability to administer other users</b>	<b>Powerful user with full access except for some Configure tools and inability to administer Sysadmins</b>	<b>User that supervises campaigns and agents</b>	<b>User with access to Configure tools and user monitoring</b>
<b>Configurable Powers</b>	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 Download Email Attachment	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 Download Email Attachment	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 Download Email Attachment	<i>None</i>
<b>Service Scope Restrictions</b>	<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>
<b>Default Group</b>	Monitor	Monitor	Monitor	Configure

**User Roles and Permissions - Power Users (U12) Continued**

		<b>SYSADMIN</b>	<b>SUPERUSER</b>	<b>MANAGER</b>	<b>IT USER</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	Full	Full	Full	Full
	Call Center	Full	Full	Full	Full
	Service	Full	Full	Full	Full
	Campaign Control	Full	Full	Full	View Only
<b>Agent Monitor</b>	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
<b>Permissions/Powers</b>  <b>Configure</b>	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
	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
	Agent Scheduling	Full	Full	Full	Full
	Ticketing	Full	Full	Full	Full
	DNC	Full	Full	Optional	Full
	Contacts	Full	Full	Optional	None
	Account	Full	Full	Full	Full
	Profiles	Full	Full	None	Full
	Contact Timing	Full	Full	Full	None
	Strategy	Full	Full	Optional	None
	CID Package	View Only	View Only	View Only	None
	Phone Numbers	Full	Full	None	Full
	PDAS	Full	Full	None	None
	Email Channel	Full	Full	Full	Full
	SMS Channel	Full	Full	Full	Full
	Web Widget	Full	None	None	Full
	Messages	Full	None	None	Full
	Phrases	Full	None	None	Full
	Call Flows	Full	None	None	Full
	SFTP Browser	Full	None	None	Full
	Input Filter	Full	None	None	Full
Report Writer	Full	None	None	Full	
Export Format	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	
Fields	Full	None	None	Full	
<b>Review</b>	<b>Reports</b>	Optional - Depending on configurable powers	Optional - Depending on configurable powers	Optional - Depending on configurable powers	None

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