User Roles and Permissions - Power Users (U12)

	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
	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
				None

Service Scope Restrictions	*None*	**Monitor** **Campaign Manager** **Template Manager** **Agent Configuration** **Resource Group** **Skill editor**	**Monitor** **Campaign Manager** **Template Manager** **Agent Configuration** **Resource Group** **Skill editor**	*None*
Default Group	**Monitor**	**Monitor**	**Monitor**	**Configure**

User Roles and Permissions - Power Users (U12) Continued

	Description	SYSADMIN User with full access and ability to administer other users	SUPERUSER Powerful user with full access except for some Configure tools and inability to administer Sysadmins	MANAGER User that supervises campaigns and agents	IT USER 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
	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
	DNC	Full	Full	Optional	Full
	Contacts	Full	Full	Optional	None
	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
	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	Full	Optional	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
Review	Reports	Optional - Depending on configurable powers	Optional - Depending on configurable powers	Optional - Depending on configurable powers	None

(Left vertical label: 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.