

User Roles and Permissions - Power Users (U15)

	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 to Call Recording Report Download Call Recording Stream (Playback) Call Recording Download Screen Recording Access to Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail Recording Download Email Attachment	Access to Call Recording Report Download Call Recording Stream (Playback) Call Recording Download Screen Recording Access to Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail Recording Download Email Attachment	Access to DNC List Access to Administer Agents Access to Dialing Strategies Access to Campaign Templates Access to Segmentations Access to Upload Campaigns Includes: Make Test Call Upload Campaigns Requeue Campaigns Ability to Modify Services Access to Contact Manager Access to Call Recording Report Download Call Recording Stream (Playback) Call Recording Download Screen Recording Access to Ticketing Access to Accounts Access to Voicemail Recording Report Stream (Playback) Voicemail Recording Download Voicemail Recording Download Email Attachment	<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 (U15) Continued

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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
		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
		Phone Numbers	Full	Full	None	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
		PDAS	Full	Full	None	None
		Block Caller ID	Full	Full	None	Full
		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
		Contact 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		
Review	Reports	Optional - Depending on configurable powers	Optional - Depending on configurable powers	Optional - Depending on configurable powers	None	

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