User Roles and Permissions - Power Users (LVP 3.2)

Permissions/Powers		SYSADMIN	SUPERUSER	MANAGER	IT USER
	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
Monitor	Client	Full	Full	Full	Full
	Call Center	Full	Full	Full	Full
	Service	Full	Full	Full	Full
	ACD	Full	Full	Full	Full
	Campaign Control	Full	Full	Full	View Only
Configure	Campaign Manager	Full	Full	Optional	*None*
	Campaign Template	Full	Full	Optional	*None*
	Partition Manager	Full	Full	Optional	*None*
	Client Editor	Full	*None*	*None*	Full
	Call Center Editor	Full	*None*	*None*	Full
	Service Group	Full	Full	Full	Full
	Service Editor	Full	Full	Full	Full
	DNC Editor	Full	Full	Optional	Full
	Contact Editor	Full	Full	Optional (View Only)	*None*
	Profile Editor	Full	Full	*None*	Full
	Contact Timing	Full	Full	Full	*None*
	Strategies Editor	Full	Full	Optional	*None*
	LCID Editor	View Only	View Only	View Only	*None*
	Agent Desktop	Full	*None*	*None*	Full
	Termination Codes	Full	*None*	*None*	Full
	Agent Configuration	Full	Full	Optional	Full
	Agent Skill	Full	Full	Optional	Full
	Agent Teams	Full	Full	View Only	Full
	Message Editor	Full	*None*	*None*	Full
	Phrase Editor	Full	*None*	*None*	Full
	Call Flow Editor	Full	*None*	*None*	Full
	FTP Browser	Full	*None*	*None*	Full
	Input Filter	Full	*None*	*None*	Full
	Report Writer	Full	*None*	*None*	Full
	Reporting Outcomes Mapper	Full	*None*	*None*	Full
	Jobs Editor	View Only	*None*	*None*	View Only
	Audit Log Viewer	Full	*None*	*None*	Full
	User Editor	Full	Full except Sysadmin	*None*	*None*
Review	Reports	FULL - Optional access to Call Recording Report, download and stream call recordings.	FULL - Optional access to Call Recording Report, download and stream call recordings.	FULL - Optional access to Call Recording Report, download and stream call recordings.	*None*

Refer to the Administrative User Guide for additional information.

Copyright © 2015, LiveVox, Inc. CONFIDENTIAL