GENESYS™

Genesys Knowledge Management User Guide

Examples of Knowledge Management Roles

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Examples of Knowledge Management Roles

The table "Example Set of Roles" lists all of the tasks provided for Knowledge Manager and provides an example of allocating task permissions among four different Roles called Manager, Administrator, Supervisor, and Agent. This is only an example; you can define any number of roles, with any names.

Example Set of Roles

Task	Manager	Administrator	Supervisor	Agent
Create Standard Response	X	X		
View Standard Response	X	X	X	X
Modify Standard Response	X	X	X	
Delete Standard Response	X	X		
Approve Standard Response	X			
Create Category	X	X		
Modify Categories	X	X	X	
Delete Categories	X	X		
Create Screening Rule	X	X		
Modify Screening Rule	X	X	X	
Delete Screening Rule	X	X		
Create Field Code	X	X		
Modify Field Code	X	X	X	

Task	Manager	Administrator	Supervisor	Agent
Delete Field Code	X	X		
Create Training Object	X	X		
Modify Training Object	X	X	X	
Delete Training Object	X	X		
Import Knowledge Management Objects	X			
Export Knowledge Management Objects	X			