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# Genesys Administrator Extension Deployment Guide

Account Management

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# Account Management

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Account Management role privileges control what tasks a user can perform in the Account Management module of Genesys Administrator Extension.

### Prerequisites

None

### Role Privileges

Administer Users	<p>Allows a user to read and update the Force Password Reset on Next Login option in the User Accounts section. It also allows access to the User Options, Access Control, and Accessible Objects panels. Prerequisite: Write Users.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"><li>• The Force Password Reset on Next Login option only displays if Genesys Administrator Extension connects to Management Framework version 8.1.1 and above.</li><li>• Please see the <i>Genesys 8.1 Security Deployment Guide</i> for more information about resetting passwords.</li></ul>
Read Agent Information	<p>Allows a user to access the Agent Information function and to view agent information in the User Accounts section. Prerequisites: None.</p>
Read Users	<p>Allows a user to access the User Accounts details pane, except for Force Password Reset on Next Login, User Options, Access Control, Accessible Objects, and Agent Information. Prerequisites: None.</p>
Write Agent Information	<p>Allows a user to create and update all values on the User Accounts details pane for agents. Prerequisite: Read Agent Information.</p>
Write Users	<p>Allows a user to create and update all values on the User Accounts details pane except for Force Password Reset on Next Login, User Options, Access Control, Accessible Objects, and Agent Information. Prerequisite: Read Users.</p>
Administer Roles	<p>Allows a user to access the User Options and Access Control buttons. Prerequisite: Write Roles.</p>
Read Roles	<p>Allows a user only to read Roles. The User Options and Access Control buttons are not displayed. Prerequisite: None.</p>

Write Roles	Allows a user to create, update, and delete Roles. The User Options and Access Control buttons are not displayed. Prerequisite: Read Roles.
Administer Skills	Allows a user to access the User Options and Access Control buttons. Prerequisite: Write Skills.
Read Skills	Allows a user only to read Skills. The User Options and Access Control buttons are not displayed. Prerequisite: None.
Write Skills	Allows a user to create, update, and delete Skills. The User Options and Access Control buttons are not displayed. Prerequisite: Read Skills.
Administer Agent Groups	Allows a user to access the User Options and Access Control buttons. Prerequisite: Write Agent Groups.
Read Agent Groups	Allows a user only to read Agent Groups. The User Options and Access Control buttons are not displayed. Prerequisite: None.
Write Agent Groups	Allows a user to create, update, and delete Agent Groups. The User Options and Access Control buttons are not displayed. Prerequisite: Read Agent Groups.
Administer Access Groups	Allows a user to access the User Options and Access Control buttons. Prerequisite: Write Access Groups.
Read Access Groups	Allows a user only to read Access Groups. The User Options and Access Control buttons are not displayed. Prerequisite: None.
Write Access Groups	Allows a user to create, update, and delete Access Groups. The User Options and Access Control buttons are not displayed. Prerequisite: Read Access Groups.
Administer Capacity Rules	Allows a user to access the User Options and Access Control buttons. Prerequisite: Write Capacity Rules.
Read Capacity Rules	Allows a user only to read Capacity Rules. The User Options and Access Control buttons are not displayed. Prerequisite: None.
Write Capacity Rules	Allows a user to create, update, and delete Capacity Rules. The User Options and Access Control buttons are not displayed. Prerequisite: Read Capacity Rules.

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