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# Contact Center Advisor and Workforce Advisor Administrator User's Guide

CCAdv/WA Access Privileges

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# CCAdv/WA Access Privileges

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The following Tables list all Contact Center Advisor/Workforce Advisor privileges. The Tables include a description of the consequence to the user if the privilege is present or absent.

The Administration module **Users** page is not controlled by an option; all users who can access the Administration module have access to the **Users** page. However, the Users page no longer displays any information about the user accounts, so there is no need to control access to this page. Please refer to the following documents for more information about configuring user profiles:

- [Framework Configuration Manager Help](#)
- [Genesys Administrator Extension Help](#)

## Advisors Interface

Privilege	Behavior When Present	Behavior When Absent
Advisors.ChangePassword.canView	User sees the Change Password button located at the top of the Advisors interface.	Change Password button is hidden.
<div><b>NEW</b></div> Advisors.RMC.canView  <b>NOTE:</b> Replaces <a href="#">AdvisorsAdministration.RMC.canView</a> starting with Advisors release 8.5.101.  For detailed information about configuring users to access RMC in Advisors release 8.5.101 and later, including which permissions to assign, see <a href="#">Configuring RMC Users in the Genesys Configuration Layer</a> .	User can access the Resource Management Console (RMC) from the CCAdv dashboard and the WA dashboard.	User does not see options to launch the RMC in either the CCAdv dashboard or the WA dashboard.
<div><b>NEW</b></div> Advisors.RMC.ManageAgentSkills.canView  Introduced in release 8.5.101.  For detailed information about configuring users to access RMC in Advisors release 8.5.101	When the user opens the RMC window from either the CCAdv dashboard or the WA dashboard, there is no <b>Manage Skills</b> pane in the RMC window.	When the user opens the RMC window from either the CCAdv dashboard or the WA dashboard, there is no <b>Manage Skills</b> pane in the RMC window.

Privilege	Behavior When Present Behavior When Absent
<p>and later, including which permissions to assign, see <a href="#">Configuring RMC Users in the Genesys Configuration Layer</a>.</p>	<p>window from either the CCAdv dashboard or the WA dashboard, the <b>Manage Skills</b> pane displays in the RMC window and is active.</p>
<p><b>NEW</b> <code>Advisors.RMC.ManageAgentStatus.canView</code></p> <p>Introduced in release 8.5.101.</p> <p>For detailed information about configuring users to access RMC in Advisors release 8.5.101 and later, including which permissions to assign, see <a href="#">Configuring RMC Users in the Genesys Configuration Layer</a>.</p>	<p>When the user opens the RMC window from either the CCAdv dashboard or the WA dashboard, there is no <b>Manage Status</b> pane in the RMC window.</p> <p>When the user opens the RMC window from either the CCAdv dashboard or the WA dashboard, there is no <b>Manage Status</b> pane in the RMC window.</p>

## Contact Center Advisor

Privilege	Behavior When Present Behavior When Absent
<p><code>ContactCenterAdvisor.ActionManagementReport.canView</code></p> <p>Introduced in release 8.1.3.</p> <p><b>NOTE:</b> The privilege to grant access to the Action Management Report in Contact Center Advisor or Workforce Advisor is related to the Alert Management privilege. That is, if a user has the <code>ContactCenterAdvisor.ActionManagementReport.canView</code> privilege, then that user should also have the privilege to view Alert Management (<code>AlertManagement.canView</code>).</p>	<p>User can access an Action Management Report by double-clicking on an Alert tile.</p> <p>Clicking on the tiles in the Map pane does not launch an Action Management Report, and the Action Management Report arrow for alerts in the Alerts pane is not shown.</p> <p>or</p> <p>by clicking on the arrow for each alert in the Alerts pane.</p>
<p><code>ContactCenterAdvisor.Dashboard.canView</code></p>	<p>User can access the CCAdv dashboard. This is a replacement for the module access that was previously assigned on a</p> <p>User cannot access CCAdv dashboard, and the Contact Center Advisor tab is not shown to the user.</p>

Privilege	Behavior When Present Behavior When Absent
	user-by-user basis.
ContactCenterAdvisor.Dashboard.AgentGroupsPane.canView	User can see data. User sees an empty Agent Groups pane at all times. Agent Groups pane.
ContactCenterAdvisor.Dashboard.ColumnChooser.canView	User has access to the column chooser button on the dashboard. Column chooser button is not displayed on dashboard.
ContactCenterAdvisor.Dashboard.EnterpriseStats.canView	User can see the Enterprise row. The Enterprise row is not sent from the server to the dashboard, which means the user does not see it. statistics on the dashboard.
ContactCenterAdvisor.PerformanceMonitor.canView	User can access Performance Monitor. User does not see the Performance Monitor button on the dashboard.
ContactCenterAdvisor.PerformanceMonitor.CallFlowPane.canView <b>NOTE:</b> If both ContactCenterAdvisor.PerformanceMonitor.CallFlowPane.canView and ContactCenterAdvisor.PerformanceMonitor.CurrentCapacity.canView are excluded from a user's role, then the left side of the Performance Monitor window is not displayed to the user.	User can see the Call Flow pane. The Call Flow pane is shown, but no metrics or values are displayed. Call Flow pane and metrics in the

Privilege	Behavior When Present Behavior When Absent
	Performance Monitor window.
<p>ContactCenterAdvisor.PerformanceMonitor.CurrentCapacity.canView</p> <p><b>NOTE:</b> If both ContactCenterAdvisor.PerformanceMonitor.CallFlowPane.canView and ContactCenterAdvisor.PerformanceMonitor.CurrentCapacity.canView are excluded from a user's role, then the left side of the Performance Monitor window is not displayed to the user.</p>	<p>User can see the Current Capacity pane. The Current Capacity pane is shown, but no metrics or values are displayed.</p> <p>metrics in the Performance Monitor window.</p>
ContactCenterAdvisor.Dashboard.PivotSelect.canView	<p>User has access to the pivot drop-down list that allows them to switch views of the pivot table.</p> <p>Pivot drop-down list is not shown in the top left pane.</p>
<p>ContactCenterAdvisor.AlertManagement.canView</p> <p><b>NOTE:</b> In release 8.1.3, this privilege was replaced with Alert Management-specific privileges.</p>	<p>User has access to the Alert Management tab. The Alert Management tab is not shown; the tiles in the map does not launch the Action Management Report; and the Action Management Report view for alerts in the Alerts pane is not shown.</p> <p>Management Report page. User can</p>

Privilege	Behavior When Present Behavior When Absent
	access the Action Management Report either by clicking on the Alert Management tab, by double-clicking on the alert tiles in the map, or by clicking on the arrow for each alert in the Alerts pane.

## Workforce Advisor

Privilege	Behavior When Present Behavior When Absent
<p>WorkforceAdvisor.ActionManagementReport.canView</p> <p>This privilege is applicable to Release 8.1.3 and later. In a migration scenario, this privilege is not defined in any existing Advisors role in the Configuration Server settings. An administrative user must update existing roles, or create new roles, and add the privilege to allow the described access or activity.</p>	<p>User can access the Action Management Report page by clicking on the tiles in the Map pane or by double-clicking on the arrow for alerts in the Alerts pane. If this privilege is not present, the Action Management Report page will not display in the Alerts pane.</p>



Privilege	Behavior When Present Behavior When Absent
	on an Alert tile in the Map pane, or by clicking on the arrow for each alert in the Alerts pane.
WorkforceAdvisor.Dashboard.AgentGroupsPane.canView Introduced in release 8.1.3.	User can see data. User always sees an empty Agent Groups pane with a message stating the lack of access to the Agent Groups pane.
WorkforceAdvisor.Dashboard.canView	User cannot access WA dashboard, and the Workforce Advisor tab is not shown to the user.
WorkforceAdvisor.Dashboard.ColumnChooser.canView Introduced in release 8.1.3.	User has access to the Column Chooser button on the dashboard. The Column Chooser button is not displayed on the dashboard.
WorkforceAdvisor.Dashboard.EnterpriseStats.canView Introduced in release 8.1.3.	User can see the Enterprise row does not display in the pivot table (Contact Centers pane).

Privilege	Behavior When Present Behavior When Absent
	row in the pivot table (Contact Centers pane).
<p>WorkforceAdvisor.Dashboard.PivotSelect.canView</p> <p><b>NOTE:</b> Because there are additional hierarchies in WA specifically to display agent group contact centers, users must have permission to access the hierarchy grouping (WorkforceAdvisor.Dashboard.PivotSelect.canView) if agent group contact centers are configured. Introduced in release 8.1.3.</p>	<p>User has access to the hierarchy. The hierarchy drop-down list does not display on the Contact Centers pane.</p>

## Alert Management

Privilege	Behavior When Present Behavior When Absent
<p>AlertManagement.canView</p> <p>Introduced in release 8.1.3.</p>	<p>User has access to the Alert Management tab. The Alert Management tab does not display for the user.</p>
<p>AlertManagement.ActionManagementReport.canView</p> <p>Introduced in release 8.1.3.</p>	<p>User can create a new Action Management Report. The New and Delete buttons are not displayed in the Action Management Report pane, and the Edit/Delete column is not shown.</p> <p>Update or delete an existing report.</p>


## Administration Module

Privilege	Behavior When Present Behavior When Absent
AdvisorsAdministration.canView	User has access to the Administration module, and the module tab is not shown to the user. Administration module.
AdvisorsAdministration.SystemConfiguration.canView	User can access System Configuration page; System Configuration option is not shown on the Administration menu. option is shown on menu.
AdvisorsAdministration.Regions.canView	User can access the Regions page; Regions option is not shown on the Administration menu. option is shown on the Administration menu.
AdvisorsAdministration.ApplicationGroups.canView	User can access the Application Groups/Thresholds page; Application Groups/Thresholds option is not shown on the Administration menu. option is shown on menu.
AdvisorsAdministration.ContactCenters.canView	User can access the Contact Centers page; Contact Centers option is not shown on the Administration menu.

Privilege	Behavior When Present Behavior When Absent
	option shown on menu.
AdvisorsAdministration.ApplicationConfiguration.canView	User can access the Application Configuration option is not shown on the Administration menu. option shown on menu.
AdvisorsAdministration.AgentGroupConfiguration.canView	User can access the Agent Group Configuration option is not shown on the Administration menu. option shown on menu.
AdvisorsAdministration.ContactGroupConfiguration.canView	User can access the Contact Group Configuration option is not shown on the Administration menu. option shown on menu.
AdvisorsAdministration.Metrics.canView	User can access the Report Metrics option is not shown on the Administration menu. option shown on menu.
AdvisorsAdministration.MMW.canCreate	User Create function and the Copy

Privilege	Behavior When Present Behavior When Absent
Introduced in release 8.1.3.	can create metrics. The Create function does not display in the Metric Manager.
AdvisorsAdministration.MMW.canEdit Introduced in release 8.1.3.	Grants privilege to edit metrics. The Edit function does not display in the Report Metrics Manager.
AdvisorsAdministration.MMW.canDelete Introduced in release 8.1.3.	Grants privilege to delete metrics. The Delete function does not display in the Report Metrics Manager.
AdvisorsAdministration.MMW.SourceMetrics.canView	Grants privilege to view the Source Metrics page. The Source Metrics page, and the link to it in the Administration module, do not display.
AdvisorsAdministration.MMW.SourceMetrics.canCreate	Grants privilege to create source metrics. The Create Source Metrics button does not display on the Source Metrics page.
AdvisorsAdministration.MMW.SourceMetrics.canEdit	Grants privilege to edit source metrics. The Edit function does not display on the Source Metrics page.
AdvisorsAdministration.MMW.SourceMetrics.canDelete	Grants privilege to delete custom source metrics. The Delete function does not display on the Source Metrics page.
AdvisorsAdministration.DistributionLists.canView	User can view Distribution Lists. The Distribution Lists option is not shown on the Administration menu.

Privilege	Behavior When Present Behavior When Absent
	page; option shown on menu.
AdvisorsAdministration.ManualAlerts.canView	User can access the Manual Alerts option is not shown on the Administration menu. page; option shown on menu.
AdvisorsAdministration.AlertManagement.AlertCauses.canView	User can access the Alert Causes option is not shown on the Administration menu. page; option shown on menu.
AdvisorsAdministration.AlertManagement.KeyActions.canView	User can access the Key Actions option is not shown on the Administration menu. page; option shown on menu.
AdvisorsAdministration.GenesysAdapter.Configuration.canView	User can access the Genesys Adapter section (which includes the Object Configuration and Manage Adapters options) is not shown on the Administration menu. page; option shown on menu.

Privilege	Behavior When Present Behavior When Absent
<p>AdvisorsAdministration.RMC.canView</p> <p><b>NOTE:</b> The AdvisorsAdministration.RMC.canView privilege is discontinued starting with Advisors release 8.5.101; <a href="#">Advisors.RMC.canView</a> and <a href="#">AdvisorsAdministration.RMC.Notifications.canView</a> replace it.</p> <p>If your existing Advisors installation includes AdvisorsAdministration.RMC.canView, and you migrate to Advisors release 8.5.101 or higher, the AdvisorsAdministration.RMC.canView privilege remains in your installation, but Advisors ignores it. You must add the <a href="#">Advisors.RMC.canView</a> privilege to provide user access to the RMC and the <a href="#">AdvisorsAdministration.RMC.Notifications.canView</a> privilege to maintain the role-based access control of RMC notification lists and templates in the Administration module.</p>	<p>User can access the Resource Management-related pages in the Administration module, <b>Control Panel</b> section (which includes the <b>Notification Lists</b> and <b>Notification Templates</b> options) is not shown on the Administration module menu. and <b>Notification Templates</b>; both options are shown on the Administration module menu.</p>
<p> <a href="#">AdvisorsAdministration.RMC.Notifications.canView</a></p> <p><b>NOTE:</b> Replaces <a href="#">AdvisorsAdministration.RMC.canView</a> starting with Advisors release 8.5.101.</p>	<p>User has access to the following pages</p> <p>The <b>Control Panel</b> section does not appear in the Administration module's Administration and there are no links to the following pages:</p> <ul style="list-style-type: none"> <li>• <b>Notification Templates</b></li> <li>• <b>Notification Lists</b></li> <li>• <b>Notification Templates</b></li> </ul> <p>User can create a template in the <b>Resource Management</b> window and use it once; there is no option to save a new template for reuse. User can create a new notification template in the</p>

Privilege	Behavior When Present      Behavior When Absent
	<b>Resource Management</b> window and use it once, or save the template to use it again.
AdvisorsAdministration.PeripheralGateways.canView	User can access the Switches/Peripherals option is not shown on the Administration menu. Switches/Peripherals page.
AdvisorsAdministration.DeletedObjects.canView	User can see the deleted objects Deleted objects in Genesys Administrator are shown in the corresponding Administration page. Genesys server in the corresponding Administration pages.