Contact Center Advisor and Workforce Advisor Administrator User's Guide

CCAdv/WA Access Privileges

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You can control access to objects in the Genesys Pulse Advisors Contact Center Advisor (CCAdv) and Workforce Advisor (WA) dashboards and on the Advisors administration module pages using Roles, and associating privileges with each Role. Controlling users' access to data and objects using Roles and associated privileges is called Role-Based Access Control (RBAC).

See the following documents and pages for more information about configuring user profiles:

- Authentication and Authorization — This chapter in the *Genesys Security Deployment Guide* provides information about securing access to systems (in whole or in part) with user authentication and authorization. In particular, see User Authentication and User Authorization, Object-Based Access Control, and Role-Based Access Control.
- Framework Configuration Manager Help — How to use Genesys Configuration Manager (this is a .zip file)
- Genesys Administrator Extension Help: Users (Persons) — Configuring Users (Persons) in the GAX interface
- Genesys Administrator Extension Help: Access Groups — Configuring Access Groups in the GAX interface
- Genesys Administrator Extension Help: Roles — Configuring Roles in the GAX interface
- Genesys Administrator Extension Help: Configuration Manager — Working with (GAX) Configuration Manager
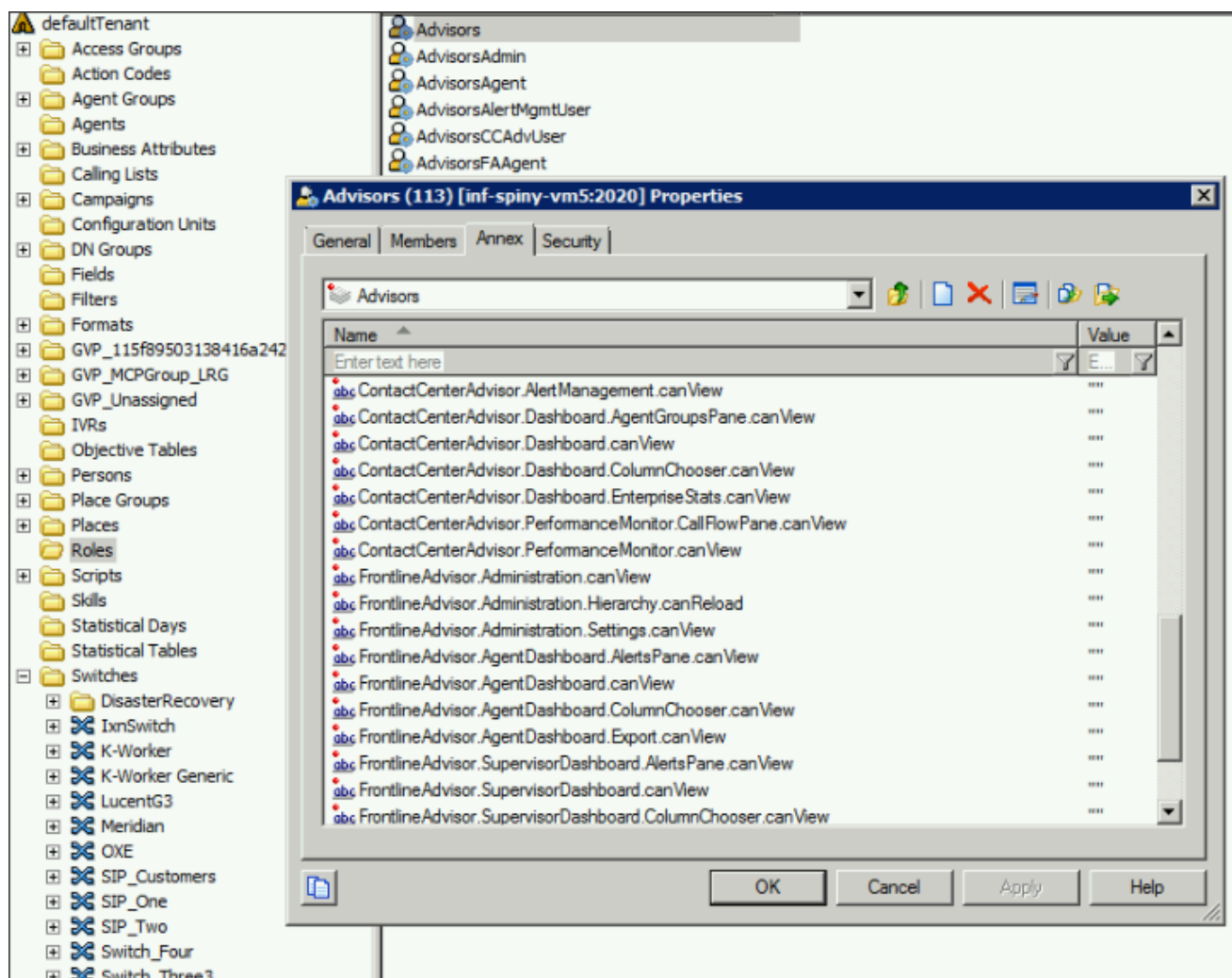
> ### Tip
> While you can use any Genesys configuration interface to import Advisors privileges into a Role, or to assign Role-based permissions to Users or Access Groups for access to the Advisors business attributes, you can view the Advisors privileges associated with a Role only in Genesys Configuration Manager.

The following sections provide the lists of available Advisors privileges with which you can secure access to CCAdv, WA, and Advisors administration interface objects:

- Privileges associated with the Advisors Administration module
- Privileges associated with user dashboards
- Privileges associated with Contact Center Advisor
- Privileges associated with Workforce Advisor

The following figure shows a sample of Advisors privileges configuration in Genesys Configuration Manager.

Administration Module

Privilege	Controls Access To:
AdvisorsAdministration.canView * Not specific to Contact Center Advisor/Workforce Advisor. When the privilege is assigned, a Frontline Advisor user has access to the Administration module, as well.	Administration module
AdvisorsAdministration.DeletedObjects.canView	Objects in the Administration module pages that were deleted from the Genesys Administrator server
AdvisorsAdministration.SystemConfiguration.canView	**System Configuration** page in the Administration module

AdvisorsAdministration.Regions.canView	**Regions** page in the Administration menu
AdvisorsAdministration.ApplicationGroups.canView	Application Groups/Thresholds page in the Administration module
AdvisorsAdministration.ContactCenters.canView	**Contact Centers** page in the Administration module
AdvisorsAdministration.ApplicationConfiguration.canView	**Application Configuration** page in the Administration module
AdvisorsAdministration.AgentGroupConfiguration.canView	**Agent Group Configuration** page in the Administration module
AdvisorsAdministration.ContactGroupConfiguration.canView	**Contact Group Configuration** page in the Administration module
AdvisorsAdministration.Metrics.canView	Metric Manager **Report Metrics** page in the Administration module
AdvisorsAdministration.MMW.canCreate	Create and Copy functions in the Metric Manager, which are used to create custom metrics
AdvisorsAdministration.MMW.canEdit	Edit function in the Report Metrics Manager, which is used to edit all metrics
AdvisorsAdministration.MMW.canDelete	Delete function in the Report Metrics Manager, which is used to delete custom metrics
AdvisorsAdministration.MMW.SourceMetrics.canView	Metric Manager **Source Metrics** page in the Administration module
AdvisorsAdministration.MMW.SourceMetrics.canCreate	**Create Source Metrics** button on the **Source Metrics** page
AdvisorsAdministration.MMW.SourceMetrics.canEdit	Edit function on the **Source Metrics** page, which is used to edit source metrics
AdvisorsAdministration.MMW.SourceMetrics.canDelete	Delete function on the **Source Metrics** page, which is used to delete custom source metrics
AdvisorsAdministration.DistributionLists.canView	**Distribution Lists** page in the Administration module
AdvisorsAdministration.ManualAlerts.canView	**Manual Alerts** page in the Administration module
AdvisorsAdministration.RMC.Notifications.canView	User has access to the following pages in the Administration module: • Notification Templates • Notification Lists User can create a new notification template in the **Resource Management** window and use it once, or save the template to use it again. / The **Control Panel** section does not appear in the Administration module's navigation pane and there are no links to the following pages: • Notification Templates • Notification Lists User can create a template in the **Resource Management** window and use it once; there is no option to save a new template for reuse.

Advisors Dashboards

Privilege	Controls Access To:
Advisors.ChangePassword.canView	Change Password function
Advisors.RMC.canView	Resource Management Console (RMC)
Advisors.RMC.ManageAgentSkills.canView	**Manage Skills** pane in the RMC window
Advisors.RMC.ManageAgentStatus.canView	**Manage Status** pane in the RMC window

Contact Center Advisor

Privilege	Controls Access To:
ContactCenterAdvisor.Dashboard.canView	Contact Center Advisor dashboard
ContactCenterAdvisor.Dashboard.AgentGroupsPane.canView	Data in the **Agent Groups** pane
ContactCenterAdvisor.Dashboard.ColumnChooser.canView	Column chooser
ContactCenterAdvisor.Dashboard.EnterpriseStats.canView	The Enterprise row and statistics on the dashboard
ContactCenterAdvisor.Dashboard.PivotSelect.canView	The hierarchy grouping drop-down list on the **Contact Centers** pane.

Workforce Advisor

Privilege	Controls Access To:
WorkforceAdvisor.Dashboard.AgentGroupsPane.canView	Data in the **Agent Groups** pane
WorkforceAdvisor.Dashboard.canView	The WA dashboard
WorkforceAdvisor.Dashboard.ColumnChooser.canView	Column Chooser
WorkforceAdvisor.Dashboard.EnterpriseStats.canView	The Enterprise row in the pivot table (**Contact Centers** pane).
WorkforceAdvisor.Dashboard.PivotSelect.canView **NOTE:** Because there are additional hierarchies in WA specifically to display agent group contact centers, users must have permission to use the hierarchy grouping drop-down list if agent group contact centers are configured.	The hierarchy grouping drop-down list on the **Contact Centers** pane.