



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Engage cloud Workforce Management 8.5.1 Guide

Roles

12/16/2025

# Roles

## Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Security *Roles* control general permissions (or privileges), as well as access permissions to various modules in WFM Web for Supervisors. Roles do not control access to business units, sites, or teams. To add or restrict access to these specific objects, see [Access Rights](#).

In the Roles view there are two lists:

- The [WFM Users](#) list contains these columns: User Name, User First Name, User Last Name, User E-mail, and Role.
- The [Genesys Users](#) list contains these columns: User Name, User First Name, User Last Name, and User E-mail.

In the Roles module, you can:

- Import users
- Define a default security role
- Assign security roles to users. Users automatically take on the privileges or permissions configured for the security role to which they are assigned.

## Tip

Security roles enable you to set permissions for access to modules but not to business units, sites, or teams. To enable the rights to add or restrict access to these specific objects, you must check the [Access Backend Configuration](#) check box in the Role Privileges pane.