Genesys Engage cloud Workforce Management 8.5.1 Guide

Assigning Roles to Users

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> ### 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.

WFM enables you to assign and unassign security roles, and delete users from the **Assigned Users** list. These tasks are described in the procedures below.

To assign users to the role:

1. At the top of the **Role Privileges** pane, click **Users** and then, do one of the following:

   - Click **Assign Users** to assign a WFM user to this role.
     A new pane opens, containing a list of WFM users.

   - Click **Import Genesys User** to assign a Genesys user to this role.
     A new pane opens, containing a list of Genesys users.

     > ### Important
     > New users are automatically granted access to all modules, objects, and sites.

2. Select the users you want to assign to this role and click **Apply** .

3. In the **Users** pane, click **Save Now** .

Only users in the **WFM Users** list can access Workforce Management functionality (with the exception of WFM Web for Agents).

You can also create a new security role using copy and paste. See Editing Security Roles.

Unassigning Users from Roles

To unassign a user from a security role:

1. In the **Assigned Users** list, select the user to want to unassign from this role.

2. Click **Unassign User** .

3. When the **Confirmation** dialog appears, select **Yes** to proceed or **No** to cancel the action.

4. Click **Save Now** .

Deleting Users from Assigned Users

To delete a user from the **Assigned Users** list:

1. In the **Assigned Users** list, select the user to want to remove from this list.

2. Click **Delete User** .

3. When the **Confirmation** dialog appears,select **Yes** to proceed or **No** to cancel the action.

> ### Important
> Proceed with caution. Clicking **Yes**, removes all of the user's role privileges and access rights to WFM.

4. Click **Save Now** .