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Genesys Engage cloud Workforce Management 8.5.1 Guide

Creating Roles



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Creating Roles

Important

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To create a new security role:

1. Go to **Configuration > Roles**.
2. In the **Role** pane, click **New** .
A new security role appears in the **Role** pane with a default name.
3. In the **Role Privileges** pane, change the **Name** of the role (if desired).
4. Assign privileges by expanding items in the list and selecting/clearing the check boxes.
For a complete description of all privileges, see [Role Privileges](#).
5. Click **Save Now** .

Next Step: Assign the security role to a user.

Using Copy to Create Roles

To create a security role using copy:

1. In the **Roles** pane, select an existing role.
If there are many roles in the list, enter the role name in the **Search** field to find it quickly.
2. Click **Copy** .
A copy of the selected role appears in the **Roles** list.
3. Select the copy and click **Role Privileges**.
4. Rename and assign privileges to the role by selecting or clearing the check boxes, as required.
5. Click **Save Now** .