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Workforce Management Web for Supervisors Help

Roles

Roles

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.