GENESYS™

Workforce Management Web for Supervisors Help

Configuration Role Privileges

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Configuration Role Privileges

Some privileges under **Configuration** are Supervisor views in the **Configuration** module (Read, Edit, Add/Delete, Access Backend Configuration, and Skills settings are not). Select the check box next to each privilege to give the selected user access to configure items related to that privilege.

The role privileges under **Configuration** provide the following user access:

- **Roles/Users**

- **Agents**

  - **Read**—Controls user access to view all panes within the **Agents** views. If unchecked, all other privileges under **Agents** are also unchecked.

  - **Allow Move**—Controls whether this user can move agents to a different team, site, or business unit.

  - **Edit Properties**—Controls whether this user can edit items in the **Properties** pane in the **Agents** view.

  - **Edit Activities**—Controls whether this user can edit items in the **Activities** pane in the **Agents** view.

  - **Edit Contracts & Rotating Patterns**—Controls whether this user can edit items in the **Contracts & Rotating Patterns** pane in the **Agents** view.

  - **Edit Time Off**—Controls whether this user can edit items in the **Time Off** pane in the **Agents** view.

  - **Edit Time-Off Bonuses**—Controls whether this user can edit items in the **Time-Off Bonuses** pane in the **Agents** view.

- **Organization**

  - **Read**—Controls user access to view all panes within the **Organization** views. If unchecked, all other privileges under **Organization** are also unchecked.

  - **Edit**—Controls whether this user can edit items in all views and panes within this module.

  - **Add/Delete**—Controls whether this user can add and delete items in all views and panes within the **Organization** view.

  - **Access Backend Configuration**—Controls configuration access to certain panes in this module. If this right is not assigned to the user these panes are not visible:

    - The **Configuration** pane in **Organization > Business Units** and **Organization > Sites** views.

    - The **Statistics** pane in **Activities** and **Multi-Site Activities** views.

  - **Skills**—Controls user access to skills configuration in the **Organization > Business Units** views.

  - **Time Zones**—Controls user access to time zones configuration in the **Organization** view.

- **Schedule State Groups**—Controls whether this user has access to the **Schedule State Groups** view in this module. Users with this permission can modify the configuration of these groups.

  - **Read**—Controls user access to view all panes within the **Schedule State Groups** views. If unchecked, all other privileges under **Schedule State Groups** are also unchecked.

- **Add/Edit/Delete**—Controls whether this user can add, edit, and delete items in all views and panes within the **Schedule State Groups** view.

- **Notifications**—Controls whether this user has access to the **Notifications** view in this module. Users with this permission can modify the configuration of email notifications in WFM.

- **Colors in Schedule**—Controls user access to custom colors configuration for elements in the schedule.

- **Shared Transport**—Controls user access to shared transport functionality (enabled by default). Clear this check box to disable.

- **Time-off Bidding Periods**—Controls user access to the **Time-Off Bidding Periods** view.

  - **Read**—Controls user access to view all panes within the **Time-Off Bidding Periods** view. If unchecked, all other privileges under **Time-Off Bidding Periods** are also unchecked.

  - **Add/Edit/Delete**—Controls whether this user can add, edit, and delete items in all views and panes within the **Time-Off Bidding Periods** view.

- **Activities**—Controls access to the **Activities** and **Multi-Site Activities** views.

  - **Read**—Controls user access to view all panes within the **Activities** view. If unchecked, all other privileges under **Activities** are also unchecked.

  - **Add/Edit/Delete**—Controls whether this user can add, edit, and delete items in all views and panes within the **Activities** view.