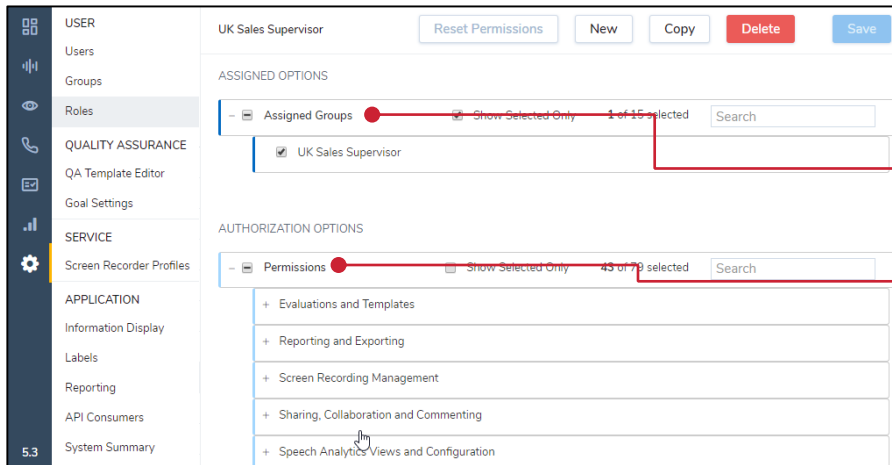
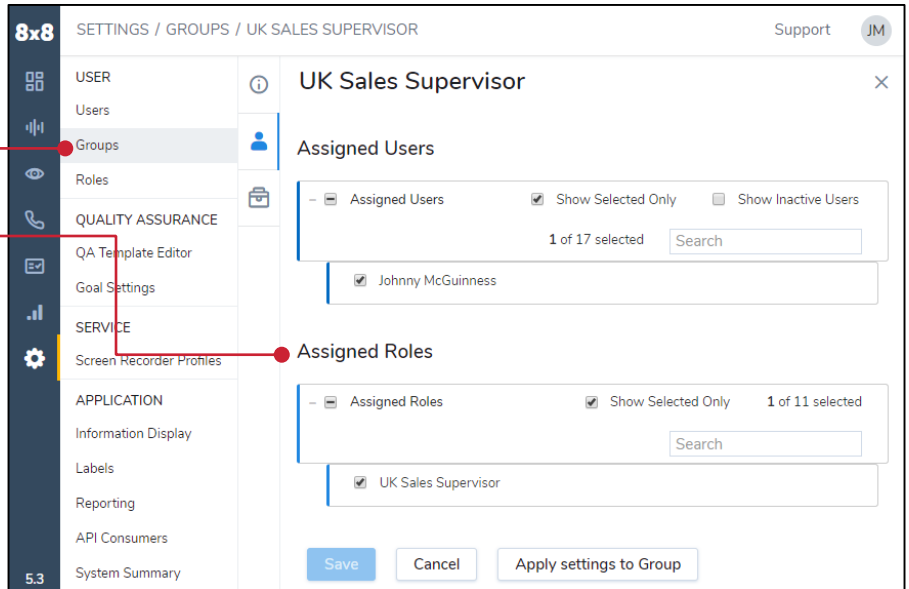


QM – Groups, Roles, & Users

Groups

A **Group** is a collection of Users. Groups allow Users to be organized according to the company structure such as UK Sales and US Sales.

Roles are assigned to a Group. This will determine what permissions Users within the Group are granted.



Roles

A **Role** is set of Permissions and Assigned Groups.

An Assigned Group is a Group which can be viewed by a User assigned to the Role.

Permissions determine what can be done within the system.

Roles are assigned to Groups which will grant the set permissions and Assigned Groups to all users within that Group.

Users

A **User** can be an Agent, Supervisor or Administrator. Users can be created in both Contact Center (CC) and Virtual Office Config Manager.

Users are created and assigned a main Group which will be used when generating reports.

A User can be assigned to multiple Groups, and will be granted Permissions based on the Role assigned to each Group.

