Roles and Permission Overview

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(link)

Definition

- Permission : The permissions allow users with that role to do various tasks, such as create groups, set up integrations, and supervise contact center activity.
- Roles : Groups of permissions.
- Roles are used to manage Genesys Cloud licenses within an organization. When you assign a role to a Genesys Cloud user, you are also assigning the license.

Custom Roles

You can use the default roles or create customized roles. For example, if certain managers should be able to manage content workspaces, but should not have any other admin permissions, you can:

Custom Roles

1. Create a new role and name it "Content Manager."
2. Add the Content Management Admin permission to that role.
3. Assign the role to employees who require it. You can unassign the role or disable it for everyone at any time.
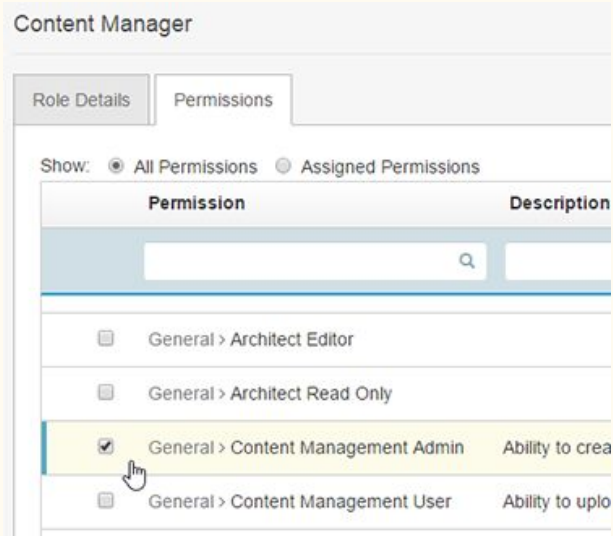
Examples

Roles	Permission	License
Employee	- Read organization - Edit own profile - Edit own location	Collaborate
Telephony Admin	- Configure and manage Edge devices - Manage phones, numbers, and call routing	Communicate

Examples

Roles	Permission	License
Quality Evaluator	- View and edit evaluation forms - View an evaluation's audit trail - View and annotate recordings - View a recording's audit trail - Create new recording encryption keys	Genesys Cloud CX 3