



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Predictive Routing Help


Creating and Managing Accounts, Roles, Users, and Groups

5/2/2025

# Creating and Managing Accounts, Roles, Users, and Groups

## Important

The functionality described in this section is provided for on-premises customers, who install, configure, and maintain their own GPR deployment. If you are accessing GPR in a Cloud instance, you can disregard the Accounts functionality.

To open the menu where these objects are managed, click the **Settings** gear icon, located on the right side of the top menu bar: .

## Important

Start by configuring **Accounts**.

### Accounts

- Create and manage accounts, specify password requirements and settings.

### User profiles

- Reset passwords

### Accounts

- User management
- User groups

## Roles

GPR supports the following roles:

- STAFF - Can configure new accounts and has access to more than one account. STAFF-level users can create, read, update, and delete all objects on the platform, such as, predictors, models and so on. They manage all user roles across all accounts to which they have access, including adding or deleting users, changing user roles, and modifying passwords.
- ADMIN - Can belong to one account only, but within that account has the same complete access as a

STAFF-level user. ADMIN users cannot delete STAFF users or reset STAFF user passwords.

- REVIEWER - Can belong to one account only. Has view-only access to already-created objects, such as predictors, datasets, models, and so on. REVIEWER-level users can run analysis reports on datasets and predictors, such as Lift Estimation reports and Feature Analysis reports, and view all generated reports, but cannot delete any objects, including reports.