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Contact Center Advisor and Workforce Advisor Help

Role-Based Access and Permissions

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Role-Based Access and Permissions

Access to business objects (regions, contact centers, application groups) and metrics is controlled by roles defined by the administrator (role-based access). When you do not have access to these objects, you cannot see them or work with them in their respective panes on the dashboard. Access to base objects (applications, contact groups, and agent groups) depends on your access to the associated business objects. Therefore, on the dashboard, you can only see objects and metrics (and alerts about such metrics) to which the administrator specifically grants access.

Accessing Metrics

When you have access to a metric, you can see it in the following places:

- On the dashboard
- On the Column Chooser

You can also graph the metric, see alerts for the metric, and receive alert notifications. (To see alerts and receive notifications, you must have access to the metric, geographic region, contact center, and application group of the alert.)

Accessing Other Objects

Role-based access also controls your ability to see and use the following objects and views in the interface:

- Enterprise row in the Contact Centers pane
- Column Chooser button
- The Agent Group pane
- Grouping drop-down list
- Change Password menu
- Administration module