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Genesys Engage cloud Workforce Management 8.5.1 Guide

General Role Privileges

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

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

- **Show agent wage field**—Controls user access to view the **Hourly Wage** field in WFM Web for Supervisors **Configuration > Agents > Properties** pane. It also controls whether the user will see agent wage information in the Agent Properties report.
- **Show unassigned agents**—Controls whether the selected user can view unassigned agents that appear in all lists where agents appear. The lists appear in the **Organization** module in **Sites > Teams > Add Agents** and **Sites > Agents > Add Agents**.

Important

New agents without logins (or with logins to multiple switches) are imported automatically during synchronization even if the **Show unassigned agents** option is turned off for the user who triggers synchronization; although they are not visible to this user. The only security for these new agents is **Tenant** security.

- **Allow Backup/Restore**—Controls user access to the WFM Database Utility to perform backups and restores. If cleared, the user cannot log into the Database Utility.