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Workforce Management Web for Supervisors Help

Assigning Roles to Users

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Assigning Roles to Users

WFM enables you to assign and **unassign** security roles, and **delete** users from the Assigned Users list. These tasks are described in the procedures below.

To assign users to the role:

1. At the top of the **Role Privileges** pane, click **Users** and then, do one of the following:

- Click **Assign Users**  to assign a WFM user to this role.
A new pane opens, containing a list of WFM users.
- Click **Import Genesys User**  to assign a Genesys user to this role.
A new pane opens, containing a list of Genesys users.

2. Select the users you want to assign to this role and click **Apply** .

3. In the **Users** pane, click **Save Now** .

Important

New users are automatically granted access to all modules, objects, and sites. Also, only users in the **WFM Users** list can access Workforce Management functionality (with the exception of WFM Web for Agents).

You can also create a new security role using copy and paste. See [Editing Security Roles](#).

Unassigning Users from Roles

To unassign a user from a security role:

1. In the **Assigned Users** list, select the user to want to unassign from this role.

2. Click **Unassign User** .

3. When the **Confirmation** dialog appears, select **Yes** to proceed or **No** to cancel the action.

4. Click **Save Now** .

Deleting Users from Assigned Users List

To delete a user from the Assigned Users list:

1. In the **Assigned Users** list, select the user to want to remove from this list.
2. Click **Delete User** .
3. When the **Confirmation** dialog appears, select **Yes** to proceed or **No** to cancel the action.
4. Click **Save Now** .

Important

Proceed with caution when clicking **Yes** in the **Confirmation** dialog. Doing so removes all of the user's role privileges and access rights to WFM.