

GENESYS

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Workforce Management Web for Supervisors Help

Creating Roles

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Creating Roles

To create a new security role:

- 1. Go to **Configuration > Roles**.
- In the Role pane, click New .
 A new security role appears in the Role pane with a default name.
- 3. In the Role Privileges pane, change the Name of the role (if desired).
- 4. Assign privileges by expanding items in the list and selecting/clearing the check boxes. **For a complete description of all privileges, see Role Privileges.**



Next Step: Assign the security role to a user.

Using Copy to Create Roles

To create a security role using copy:

1. In the **Roles** pane, select an existing role. If there are many roles in the list, enter the role name in the Search field to find it quickly.



- A copy of the selected role appears in the Roles list.
- 3. Select the copy and click **Role Privileges**.
- 4. Rename and assign privileges to the role by selecting or clearing the check boxes, as required.



Next Step: Assign the security role to a user.