

Roles and Rights

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The system has different levels of access, known as roles.

1. At the top most level, administrators of the system create resellers, and assign them rights to use features and applications. This role is not covered in more detail in this manual.
2. At the next highest level, administrators of resellers can create client accounts, and assign them rights to use features and applications and set reseller specific items such as the skin used by their accounts. This role is also not covered in more detail in this manual.
3. Administrators of client accounts can use and administer the features which have been assigned to them by reseller administrators. These functions typically cover operative functions such as creating and using call center routings. Administrators can also manage the user accounts in their client account.
4. Users are for example call center agents or conference managers, who are only allowed to use those functions which are specific to the task performed.

This documentation describes all functions, which are available at client and user levels (the 3rd and 4th items in the list above).

Please note:

Depending on the role and login to the system, different functions will be available. Which role is allowed to use exactly what functions, is determined by the system administrator. The visibility of program functions, tabs, tables, table columns, fields etc. is dependent on the rights assigned to your account. This documentation describes all available features.