

# System Administration

There are different roles in the jtel system, e.g. to restrict visibility to data or to restrict creation of certain administrative tasks to certain groups of people.

## Working as a System Administrator

The role of the system administrator is to manage the system from the lowest access point.

System administrators can move to higher level accounts if assigned the appropriate rights, and they can manage service numbers, resellers, system resources (roles and rights) and system parameters.

At the system administrator level, clients can also be edited to define the trunk group that is used by default for outgoing access.

For example, creating a service call number is only possible as a system administrator. This is to ensure that the system administrator has control over which numbers are served by the system and which are not.

## Working as a Reseller Administrator

As Reseller Admin, the individual clients can be managed.

## Working as a Client Administrator

As a client administrator, the administration tasks of the client are performed. The rights of the Client Administrator depend on the security groups in which the rights and role system, i.e. the access rights, are defined.

## Working as a Supervisor

As a supervisor, you have a controlling function and can monitor the call volume and the availability status of the agents via the live display and intervene in a controlling manner.