	Standard User	Agent	Supervisor	Manager	Program Admin	Program Owner	Report User	Phone Administrator	Campaign Administrator	icRoute User	Route Control Manager	Route Control Administrator	Contact Flow Developer	Contact Flow Administrator	Callback Administrator
	PRG_USER	AGENT_ROLE	SUPV_ROLE	MGR_ROLE	PRG_ADM_ROLE	PRG_OWNER_ROLE	RPT_USER_ROLE	PHONE_ADM	CMPGN_ADM	ICR_USER_ROLE	ICR_MGR	ICR_ADMIN	CF_DEVLPER	CF_ADMIN	CB_ADMIN
Access to Modules															
Access To Access Groups	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗
Access To Administration	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗
Access to Agent Teams	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Agent to Skill	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Attributes Assignment	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Callbacks															
Access to Callback Admin															
Access to Callback Reports															
Access To Audio Manager	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Bulk Request	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Campaigns	✓	✓	✓	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗
Access To Collections	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Contact Center	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Dashboard	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Interaction Manager	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Access to Interaction Manager -> Contact Flow Application	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Access to Launchpad	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Location	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Phones	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Access to Precision Queues	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Reasons	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Roles	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Routing Controls	✓	✗	✗	✗	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗
Access To Security	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Settings	✓	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Skill Scheduling	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Skills	✓	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Skills to Agent	✓	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Users	✓	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Support	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Channels	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access To Cache Administration	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Access to Usage	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Access Groups	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Collections to Group	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Users to Group	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Access Groups	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Groups	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Access Groups	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Agent Team	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Reasons to Team	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Agent Team	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Agent Team	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Agent Team	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Agent Team Members	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Agent Team Supervisors	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Set Primary Supervisor	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Audio Files	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Activate/Deactivate Audio Files	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Audio Files	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Audio Group	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Upload Audio Files	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Billing Units	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Billing Unit	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Billing Unit	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Billing Unit	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Users To Billing Unit	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Bulk Load	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Bulk Request	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Campaigns	✗	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗
Edit Campaign	✗	✗	✗	✓	✓	✓	✗	✗	✓	✗	✗	✗	✗	✗	✗
Manage Collections	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Groups to Collection	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Objects	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Collections	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Collections	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Collections	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Contact Flow Applications	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Create Contact Flow Applications	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Create Skill Group	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Edit Contact Flow Apps	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✓	✓	✗
Unlock CF Application	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Delete Contact Flow Apps	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Deploy Contact Flow to Production	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Deploy Contact Flow to Test	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✓	✓	✗
Manage Departments	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Users To Department	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Department	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Department	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Department	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage icRoute Admin Features	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗
Create icRoute Controls	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗
Delete icRoute Controls	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗
Manage icRoute Manager Features	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗
Edit icRoute Controls	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✓	✓	✗	✗	✗
Manage Phones	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Add Cisco Jabber Phone	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Add/Remove Phones To User	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Add/Remove Users To Phone	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Change User Phones	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Copy Phone	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Delete Phone	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Edit Phone	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Reset Phone	✗	✗	✗	✓	✓	✓	✗	✓	✗	✗	✗	✗	✗	✗	✗
Manage Precision Queues	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Profiles	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Users to Profile	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Clone Profiles	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Profiles	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Profiles	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Reasons	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Reasons	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Reasons	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Reasons	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Global Reasons	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Roles	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Feature to Role	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Users to Role	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Clone Role	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Role	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Role	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Role	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Settings	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Settings	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Sites	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Users to Site	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Create Site	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Delete Site	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Site	✗	✗	✗	✗	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Skills	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Agents to Skill	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Skills to Agent	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Skill Group	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Users	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Attributes to User	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Add/Remove Skills To User	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Assign User Profile	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Change User Location	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Clone User	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit User	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Deactivate User	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Reset Password	✗	✗	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Promote user to Manager	✗	✗	✗	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Manage Mailbox															