

A User Guide On -

Skillset: All Permissions

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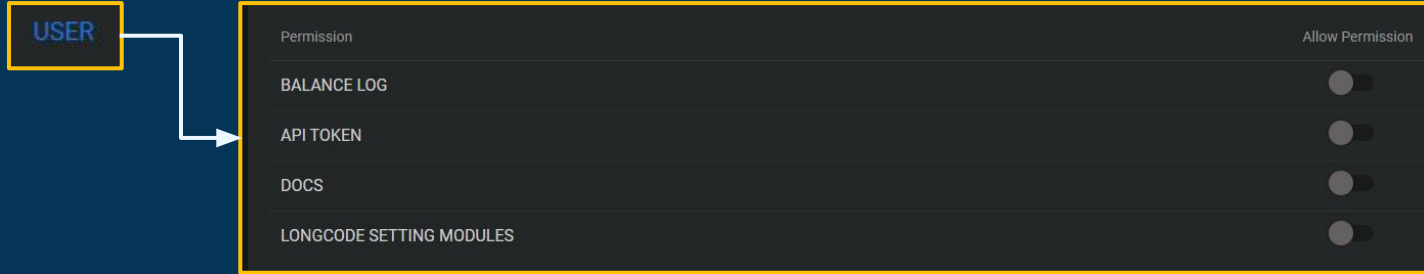
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User Permission




Permission	Allow Permission
BALANCE LOG	<input type="checkbox"/>
API TOKEN	<input type="checkbox"/>
DOCS	<input type="checkbox"/>
LONGCODE SETTING MODULES	<input type="checkbox"/>

Enable these permissions for a User to -

- Balance Log - See the balance log in the account.
- API Token - Create and use API tokens.
- Docs - Get access to the documents.
- Longcode Setting Modules - Use the Long code setting module for all Long code numbers.

Agent Permission



Permission	Allow Permission
AGENT MODULE	<input type="checkbox"/>
DELETE AGENT	<input type="checkbox"/>
UPDATE SELF PROFILE	<input type="checkbox"/>
EDIT AGENTS	<input type="checkbox"/>
VIEW AGENTS	<input type="checkbox"/>
ADD AGENT	<input type="checkbox"/>

Enable these permissions for an Agent to -

Agent Module - View their record.

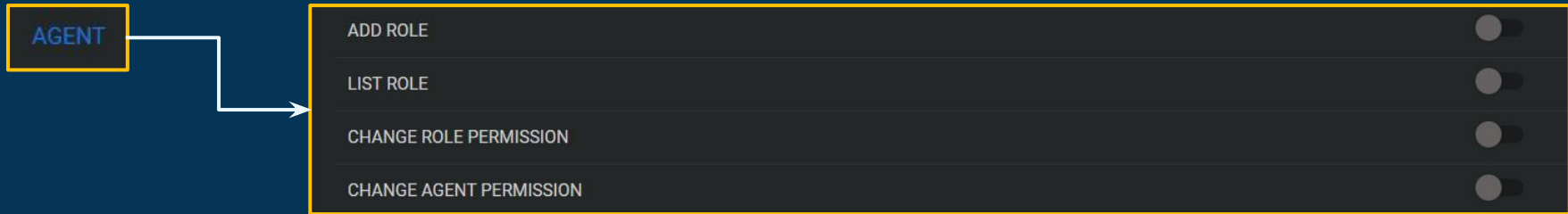
Delete Agent - Delete their account record.

Update Self Profile - Update their account record.

Edit Agents - Edit other Agent's records.

View Agents - View other Agent's records.

Add Agent - Add other Agent's records in the campaign.



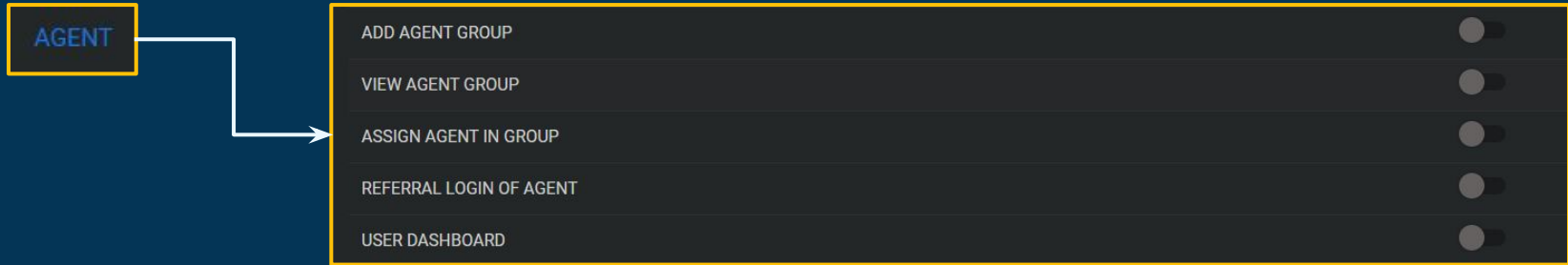
Enable these permissions for an Agent to -

Add Role - Add the role for their records.

List Role - List the role of other agents.

Change Role Permission - Change the role permissions for their records.

Change Agent Permission - Change the permissions for other Agents.



Enable these permissions for an Agent to -

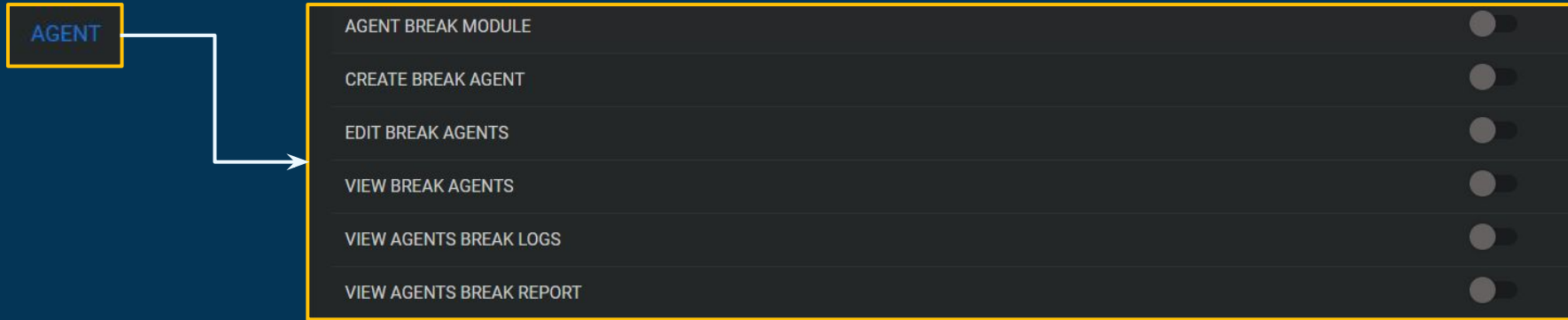
Add Agent Group - Add other agents to the group.

View Agent Group - View the details of other Agent Groups.

Assign Agent In Group - Add or remove other Agents in the group as per the requirement.

Referral Login of Agent - Do the referral login of other Agent Groups.

User Dashboard - Have access to view the User Dashboard.



Enable these permissions for an Agent to -

Agent Break Module - View other agents' break schedules.

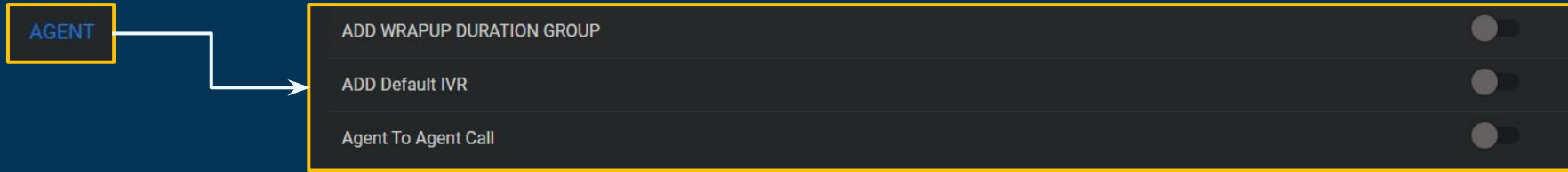
Create break Agent - Create a break schedule for other agents.

Edit Break Agents - Edit the timings of other agents' breaks.

View Break Agents - Have permission to view other agents' break timings.

View Agents Break Logs - View the other agents' break logs.

View Agents Break Report - View the other agents break report.



Enable these permissions for an Agent to -

Add Wrapup Duration Group - Add the wrapup time duration to a different group.

Add Default IVR - Add the default IVR for them.

Agent To Agent Call - Call the other Agent.

Report Permission

Permission	Allow Permission
REPORT MODULE	<input type="checkbox"/>
List Agent Log	<input type="checkbox"/>
List Call Log	<input type="checkbox"/>
Show Operator & Circle In List Call Log	<input type="checkbox"/>
Quick Call Logs	<input type="checkbox"/>
VIEW CALL DETAIL	<input type="checkbox"/>
VIEW CALL IVR FLOW	<input type="checkbox"/>
LOG_REPORT	<input type="checkbox"/>

Enable these permissions for the Report to -

Report Module - Get access to this report that is assigned to it.

List Agent Log - Get access to the list of the Agent log.

List Call Log - Get access to the List Call Log.

Show Operator & Circle in List Call Log - Access the show operator and circle in List Call Log.

Quick Call Logs - Get access to the Quick Call Logs.

View Call Details - Get access to viewing the Call Details.

View Call IVR Flow - Get access to viewing the Call IVR Flow.

Log Report - Get access to the Log Report.

REPORT



WEBHOOK RESPONSE	<input type="checkbox"/>
AGENT REPORT	<input type="checkbox"/>
CRM REPORT	<input type="checkbox"/>
TRAFFIC REPORT REPORT	<input type="checkbox"/>
MODULE WISE REPORT	<input type="checkbox"/>
CALL TRANSFER	<input type="checkbox"/>
WEBHOOK REPORT	<input type="checkbox"/>
DTMF REPORT	<input type="checkbox"/>
ANNOUNCEMENT REPORT	<input type="checkbox"/>
TTS REPORT	<input type="checkbox"/>
RINGTONE REPORT	<input type="checkbox"/>

Enable these permissions for the Report to-

Webhook Response - Get access to the Webhook Response.

Agent Report - Get access to the Agent Report.

CRM Report - Get access to the CRM Report.

Traffic Report - Get access to the Traffic Report.

Module Wise Report - Get access to the Module Wise Report.

Call Transfer - Get access to transfer the call.

Webhook Report - Get access to view the webhook report.

DTMF Report - Get access to view the DTMF Report.

Announcement Report - Get access to view the Announcement Report.

TTS Report - Get access to view the TTS report.

Ringtone Report - Get access to view the Ringtone Report.

REPORT



ACTIVE CALL	<input type="checkbox"/>
SYNC CONTACT	<input type="checkbox"/>
VOICE MAIL	<input type="checkbox"/>
VOICE MAIL OBD	<input type="checkbox"/>
VOICE TO TEXT	<input type="checkbox"/>
VOICE TO TEXT OBD	<input type="checkbox"/>
VIEW LOGIN ACTIVITY LOGS	<input type="checkbox"/>
DOCKET	<input type="checkbox"/>
DOCKET OBD	<input type="checkbox"/>
SMS	<input type="checkbox"/>
SMS OBD	<input type="checkbox"/>

Enable these permissions for the Report to-

Active Call - Get access to view the Active Call.

Sync Contact - Get access to sync the contact.

Voice Mail - Get access to do the Voice Mail.

Voice Mail OBD - Get access to make the Voice Mail Outbound.

Voice to Text - Get access to view the Voice to Text.

Voice to Text OBD - Get access to view the Voice to Text Outbound.

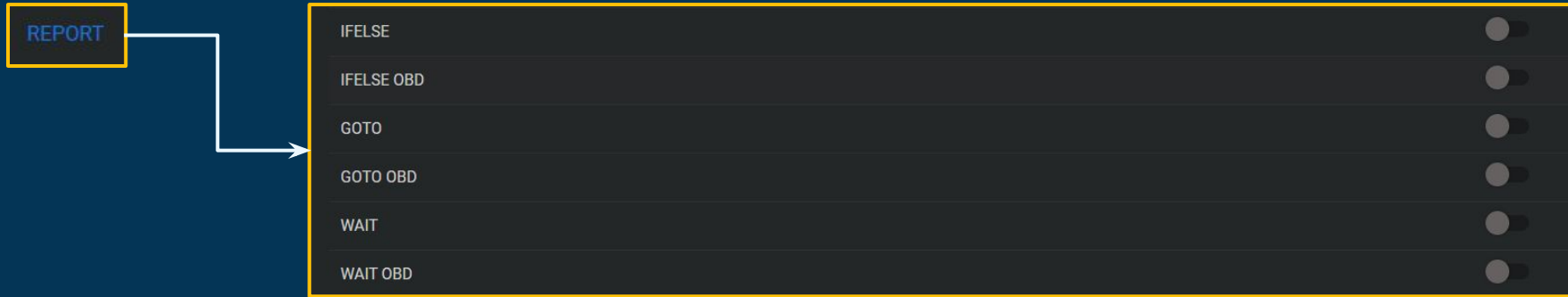
View Login Activity Logs - Get access to view the Login Activity Logs.

Docket - Get access to view the Docket.

Docket OBD - Get access to view the Docket Outbound.

SMS - Get access to view the SMS.

SMS OBD -Get access to view the SMS Outbound.



Enable these permissions for the Report to-

IfElse - Get access to use the IfElse condition.

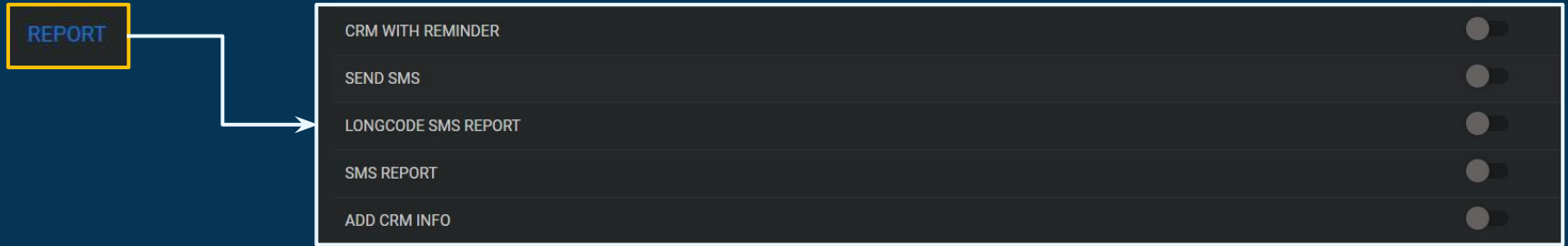
IfElse OBD - Get access to use the IfElse for Outbound.

GoTo - Get access to use the GoTo condition.

GoTo OBD - Get access to use the GoTo for Outbound.

Wait - Get access to use the Wait condition.

Wait OBD - Get access to use the Wait for Outbound.



Enable these permissions for the Report to-

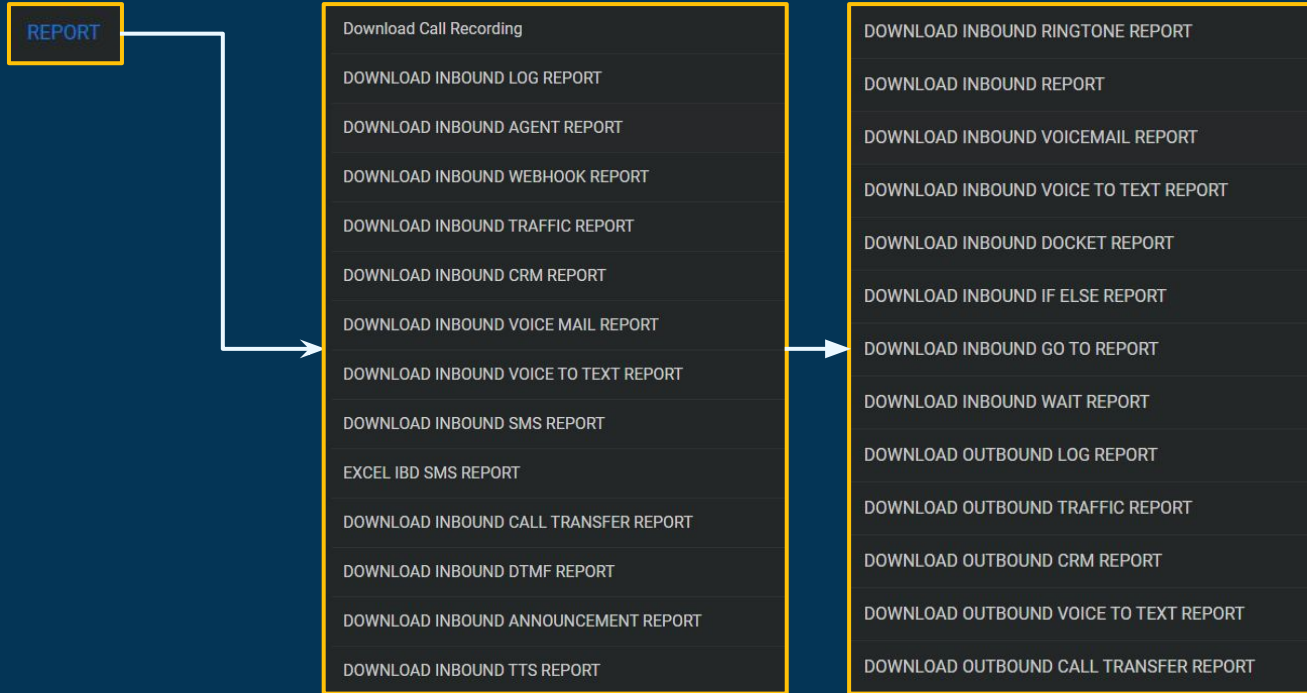
CRM With Reminder - Get access to update the CRM with a reminder.

Send SMS - Get access to send SMS during the call.

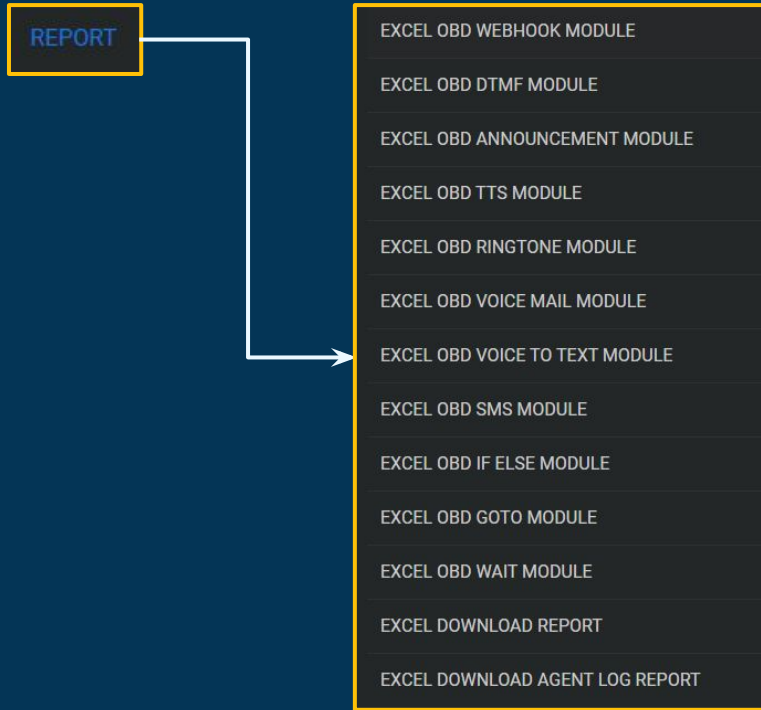
Longcode SMS Report - Get access to the Longcode SMS Report.

SMS Report - Get access to send SMS Report.

Add CRM Info - Get access to add the CRM information.

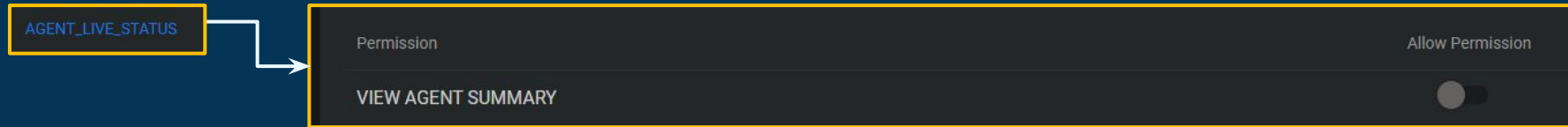


Enable these permissions for the Report to give access to download the above report.



Enable these permissions for the Report to get access of the Excel Module.

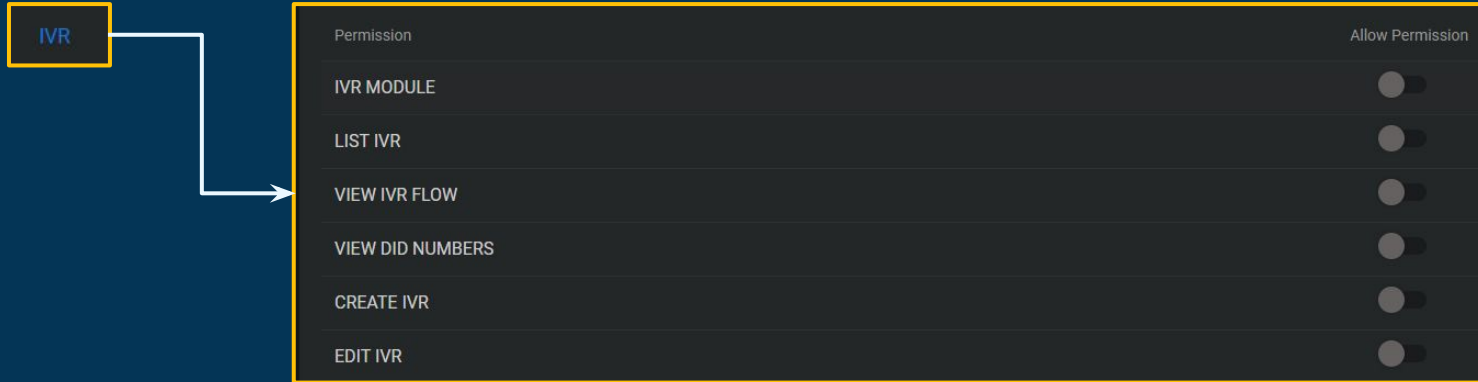
Agent Live Status Permission



Enable these permissions for an Agent Live Status to -

View Agent Summary - To view the other Agent's summary.

IVR Permission



Permission	Allow Permission
IVR MODULE	<input type="checkbox"/>
LIST IVR	<input type="checkbox"/>
VIEW IVR FLOW	<input type="checkbox"/>
VIEW DID NUMBERS	<input type="checkbox"/>
CREATE IVR	<input type="checkbox"/>
EDIT IVR	<input type="checkbox"/>

Enable these permissions for the IVR to-

IVR Module - Get access to view the IVR Module.

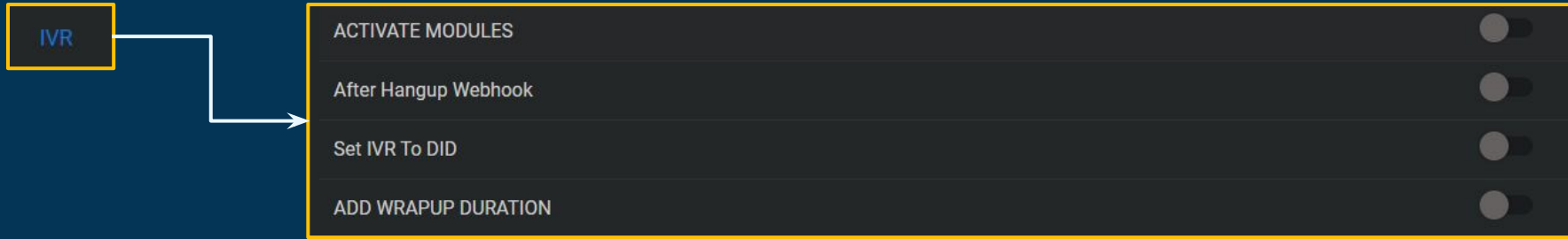
List IVR - Get access to view the List of IVR.

View IVR Flow - Get access to viewing IVR Flow.

View DID Numbers - Get access to view DID Numbers.

Create IVR - Get access to create the IVR.

Edit IVR - Get access to Edit the IVR.



Enable these permissions for the IVR to-

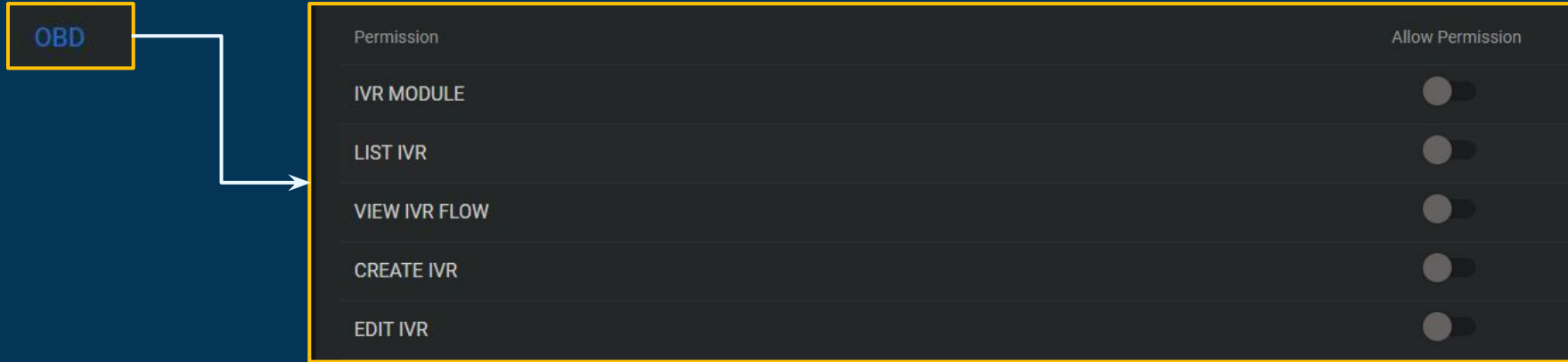
Activate Modules - Get access to Activate Modules.

After Hangup Webhook - Get access to view the After Hangup Webhook.

Set IVR to DID - Get access to set IVR for the DID.

Add Wrapup Duration - Add the Wrapup Duration between the calls.

OBD Permission



Permission	Allow Permission
IVR MODULE	<input type="checkbox"/>
LIST IVR	<input type="checkbox"/>
VIEW IVR FLOW	<input type="checkbox"/>
CREATE IVR	<input type="checkbox"/>
EDIT IVR	<input type="checkbox"/>

Enable these permissions for the OBD to-

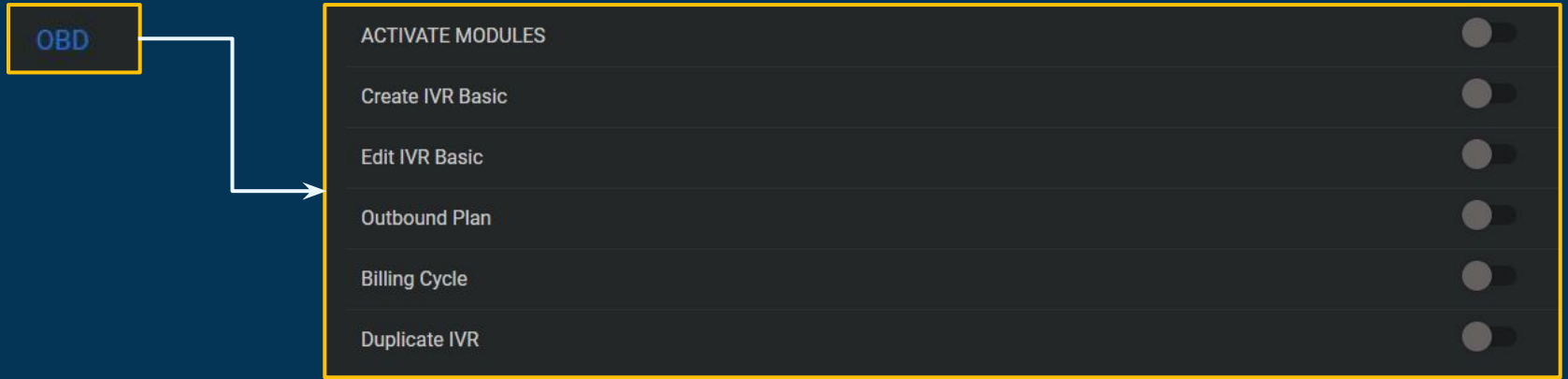
IVR Module - Get access to view the IVR Module.

List IVR - Get access to List IVR from the Agents.

View IVR Flow - Get access to view the IVR Flow.

Create IVR - Get access to create the IVR.

Edit IVR - Get access to edit the IVR.



Enable these permissions for the OBD to-

Activate Modules - Get access to activate modules.

Create IVR Basic - Get access to create the IVR Basic.

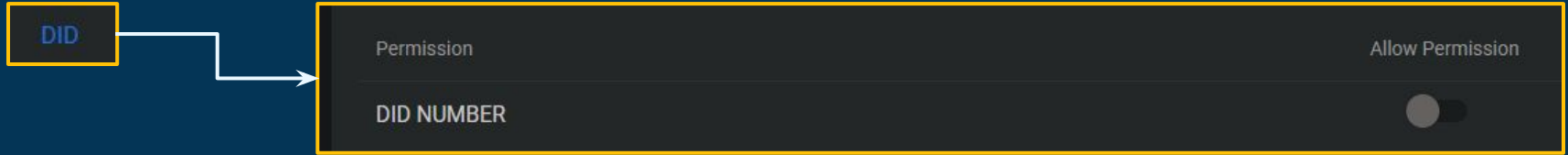
Edit IVR Basic - Get access to edit the IVR Basic details.

Outbound Plan - Get access to change the Outbound Plan.

Billing Cycle - Get access to view the Billing Cycle.

Duplicate IVR - Get access to create the duplicate IVR.

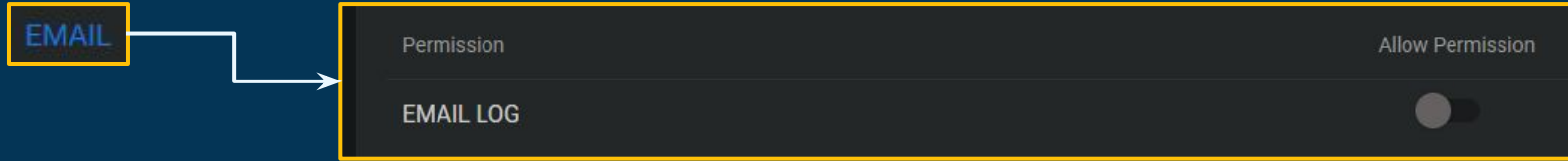
DID Permission



Enable these permissions for the DID to-

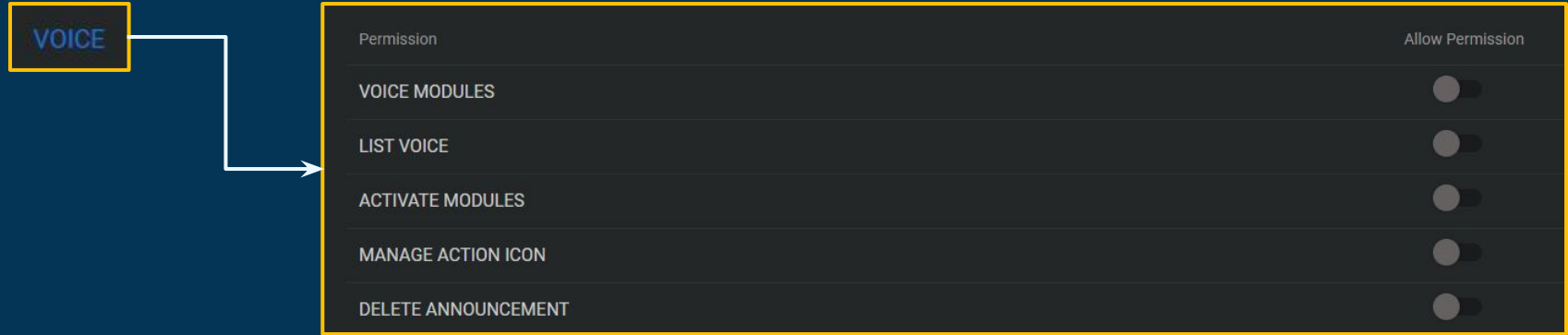
DID Number - Get access to view the DID Number.

Email Permission



Enable these permissions for the Email to-
Email Log - Get access to view the Email Log.

Voice Permission



Permission	Allow Permission
VOICE MODULES	<input type="checkbox"/>
LIST VOICE	<input type="checkbox"/>
ACTIVATE MODULES	<input type="checkbox"/>
MANAGE ACTION ICON	<input type="checkbox"/>
DELETE ANNOUNCEMENT	<input type="checkbox"/>

Enable these permissions for the Voice to-

Voice Modules - Get access to view the voice modules.

List Voice - Get access to check the List Voice.

Activate Modules - Get access to activate modules.

Manage Action Plan - Get access to manage the Action Plan.

Delete Announcement - Get access to delete the announcements.

Manage Action Permission

MANAGE_ACTION	Permission	Allow Permission
	VIEW ACTION	<input type="checkbox"/>
	ADD ACTION	<input type="checkbox"/>
	EDIT ACTION	<input type="checkbox"/>
	DELETE ACTION	<input type="checkbox"/>

Enable these permissions for the Action to-

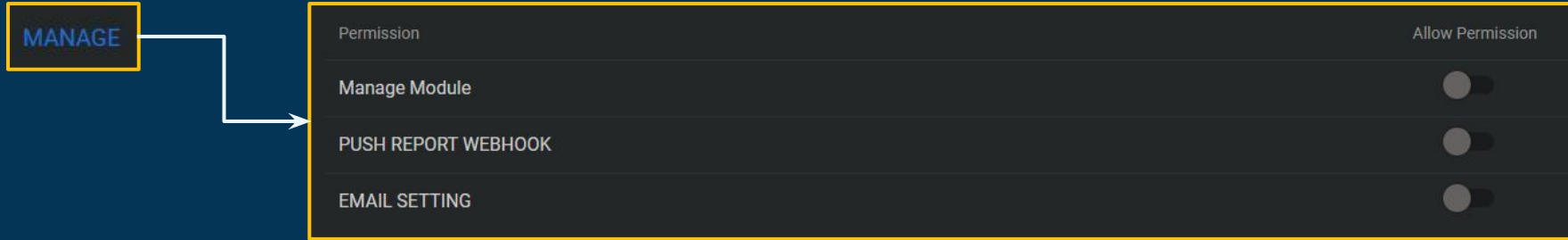
View Action - Get access to view action.

Add Action - Get access to add action.

Edit Action - Get access to edit action.

Delete Action - Get access to delete action.

Manage Permission



A diagram showing a blue box labeled 'MANAGE' with a white arrow pointing to a table. The table has a dark background and a yellow border. It contains three rows of permissions, each with a toggle switch on the right.

Permission	Allow Permission
Manage Module	<input type="checkbox"/>
PUSH REPORT WEBHOOK	<input type="checkbox"/>
EMAIL SETTING	<input type="checkbox"/>

Enable these permissions for the Manage to-

Manage Modules - Get access to manage Modules.

Push Report Webhook - Get access to view the Push Report Webhook.

Email Setting - Get access to view the Email Setting.

Custom User Fields Permission

Permission	Allow Permission
USER CUSTOM FIELD MODULE	<input type="checkbox"/>
ADD USER CUSTOM FIELD	<input type="checkbox"/>
EDIT USER CUSTOM FIELD	<input type="checkbox"/>
LIST USER CUSTOM FIELD	<input type="checkbox"/>

A diagram showing a box labeled 'CUSTOM_USER_FIELDS' with an arrow pointing to the 'ADD USER CUSTOM FIELD' row in the table above.

Enable these permissions for the Custom User Fields to-

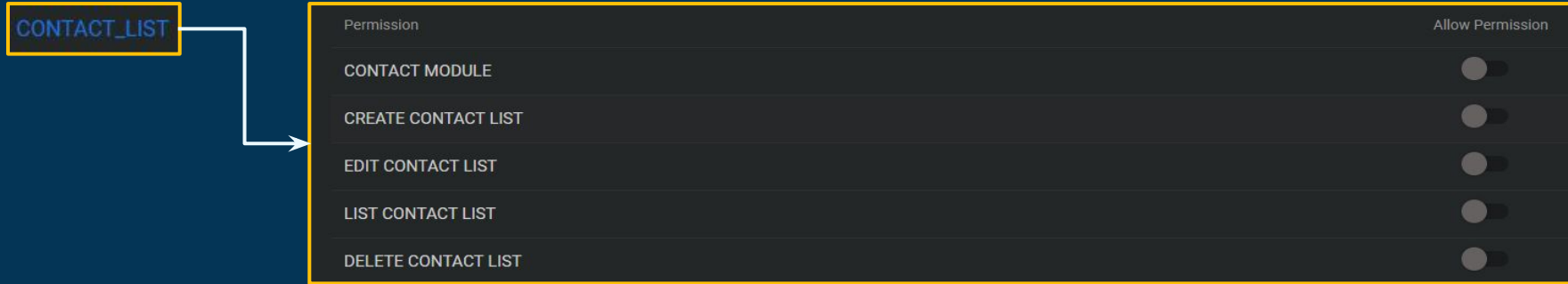
User Custom Field Module - Get access to view user custom field module.

Add User Custom Field - Get access to add user custom fields.

Edit User Custom Field - Get access to edit user custom fields.

List User Custom Field - Get access to list user custom fields.

Contact List Permission



Permission	Allow Permission
CONTACT MODULE	<input type="checkbox"/>
CREATE CONTACT LIST	<input type="checkbox"/>
EDIT CONTACT LIST	<input type="checkbox"/>
LIST CONTACT LIST	<input type="checkbox"/>
DELETE CONTACT LIST	<input type="checkbox"/>

Enable these permissions for the Contact List to-

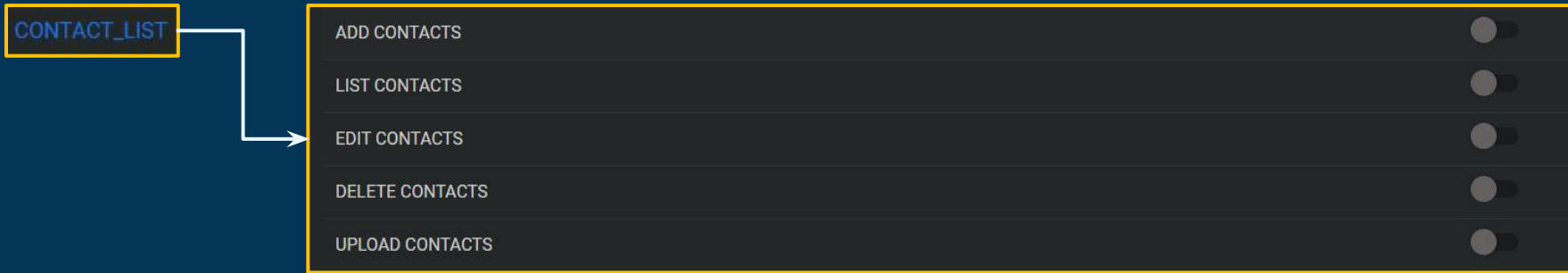
Contact Module - Get access to view the contact module.

Create Contact List - Get access to create contact list.

Edit Contact List - Get access to edit the contact list.

List Contact List - Get access to list the contact.

Delete Contact List - Get access to delete the contact list.



Enable these permissions for the Contact List to-

Add Contacts - Get access to add contacts.

List Contacts - Get access to list contacts.

Edit Contacts - Get access to edit contacts.

Delete Contacts - Get access to delete contacts.

Upload Contacts - Get access to upload contacts.

CONTACT_LIST

VIEW UPLOADED CONTACT FILES

MAP UPLOADED CONTACTS

ASSIGN CONTACT LIST

VIEW UPLOADED CONTACTS

DOWNLOAD CONTACTS

DELETE UPLOADED FILES

ADD CONTACTS IN BULK

OBD CONFERENCE

VIEW CONTACT LIST DASHBOARD



Enable these permissions for the Contact List to-

View Uploaded Contact Files - Get access to view uploaded contact files.

Map Uploaded Contacts - Get access to map the uploaded contacts.

Assign Contact List - Get access to the assigned contact list.

View Uploaded Contacts - Get access to view uploaded contacts.

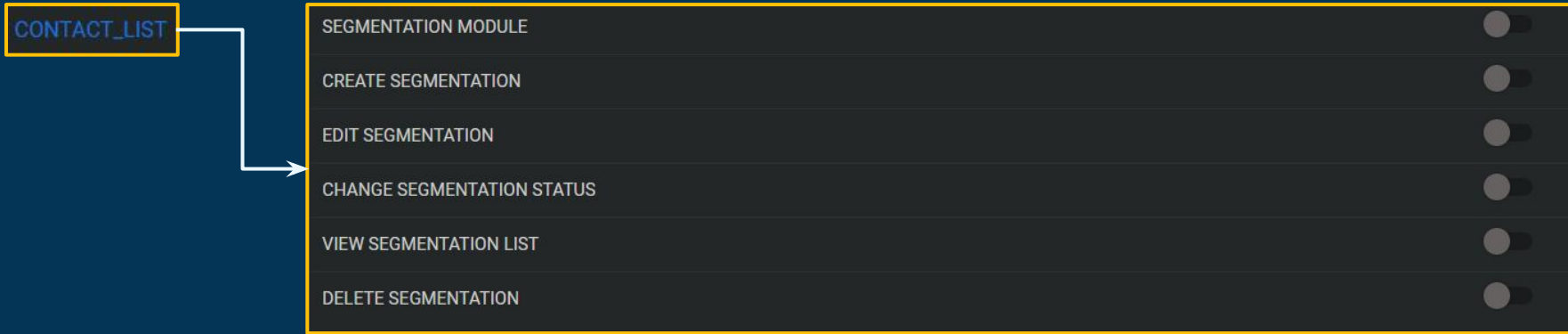
Download Contacts - Get access to download contacts.

Delete Uploaded Files - Get access to deleted uploaded files.

Add Contacts in Bulk - Get access to add contacts in bulk.

OBD Conference - Get access to the outbound conference.

View Contact List Dashboard - Get access to view the contact list dashboard.



Enable these permissions for the Contact List to-

Segmentation Module - Get access to view the segmentation module.

Create Segmentation - Get access to create the segmentation.

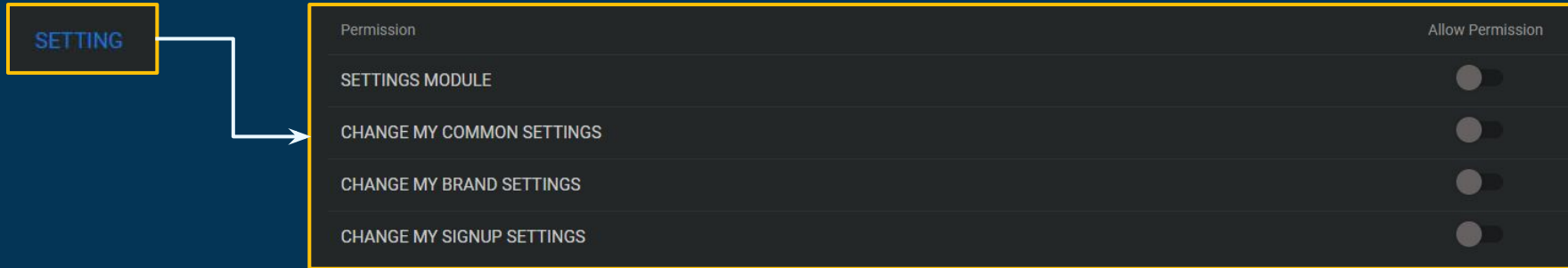
Edit Segmentation - Get access to edit the segmentation.

Change Segmentation Status - Get access to change the segmentation.

View Segmentation List - Get access to view the segmentation list.

Delete Segmentation - Get access to delete the segmentation.

Setting Permission



Permission	Allow Permission
SETTINGS MODULE	<input type="checkbox"/>
CHANGE MY COMMON SETTINGS	<input type="checkbox"/>
CHANGE MY BRAND SETTINGS	<input type="checkbox"/>
CHANGE MY SIGNUP SETTINGS	<input type="checkbox"/>

Enable these permissions for the Setting to-

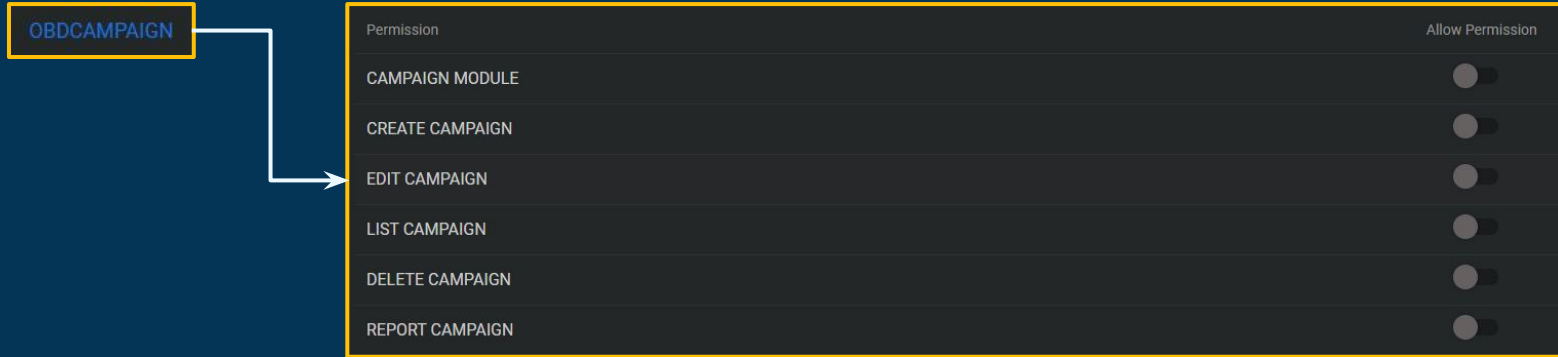
Settings Module - Get access to view the settings module.

Change My Common Settings - Get access to the change my common settings.

Change My Brand Settings - Get access to change my brand settings.

Change My Signup Settings - Get access to change my signup settings.

OBD Campaign Permission



Permission	Allow Permission
CAMPAIGN MODULE	<input type="checkbox"/>
CREATE CAMPAIGN	<input type="checkbox"/>
EDIT CAMPAIGN	<input type="checkbox"/>
LIST CAMPAIGN	<input type="checkbox"/>
DELETE CAMPAIGN	<input type="checkbox"/>
REPORT CAMPAIGN	<input type="checkbox"/>

Enable these permissions for the OBD Campaign to-

Campaign Module - Get access to view the campaign module.

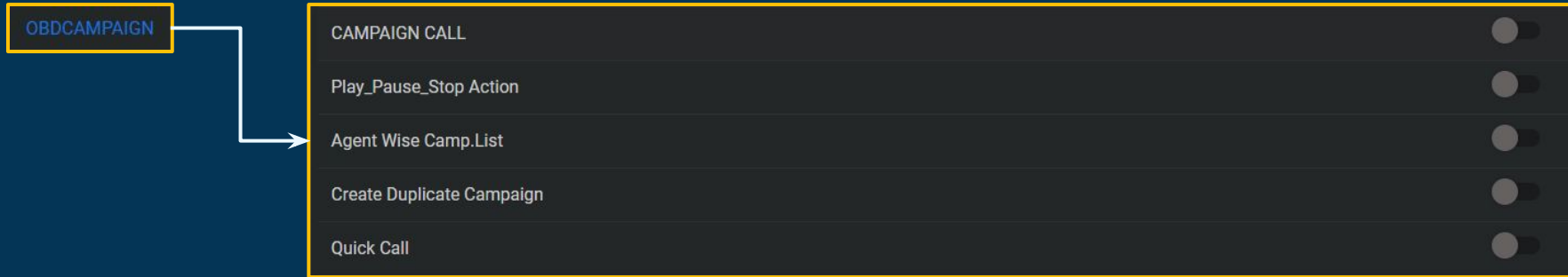
Create Campaign - Get access to create the campaign.

Edit Campaign - Get access to edit the campaign.

List Campaign - Get access to list the campaign.

Delete Campaign - Get access to delete the campaign.

Report Campaign - Get access to report the campaign.



Enable these permissions for the OBD Campaign to-

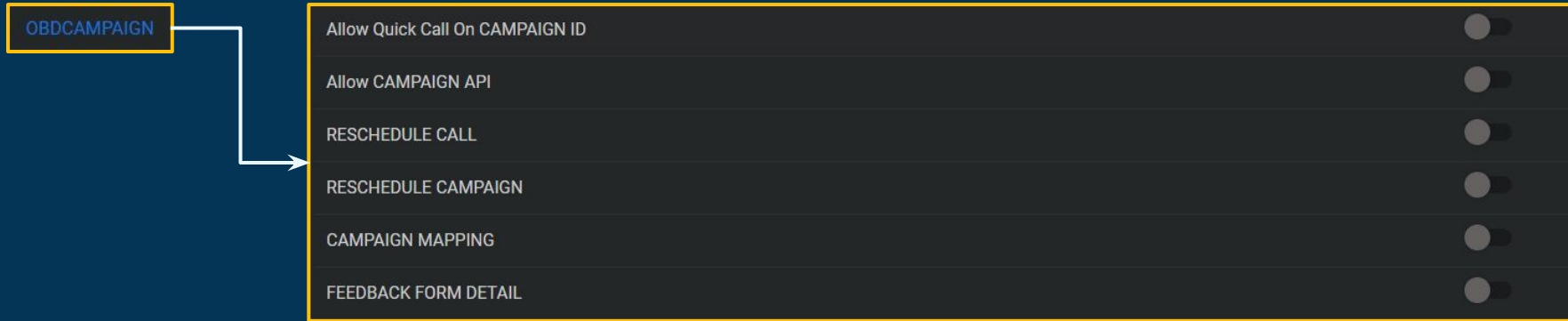
Campaign Call - Get access to call the campaign.

Play Pause Stop Action - Get access to play, pause, and stop the action module.

Agent Wise Camp List - Get access to the agent-wise campaign list.

Create Duplicate Campaign - Get access to create the duplicate campaign.

Quick Call - Get access to make the quick call.



Enable these permissions for the OBD Campaign to-

Allow Quick Call on Campaign ID - Get access to allow quick call on campaign Id.

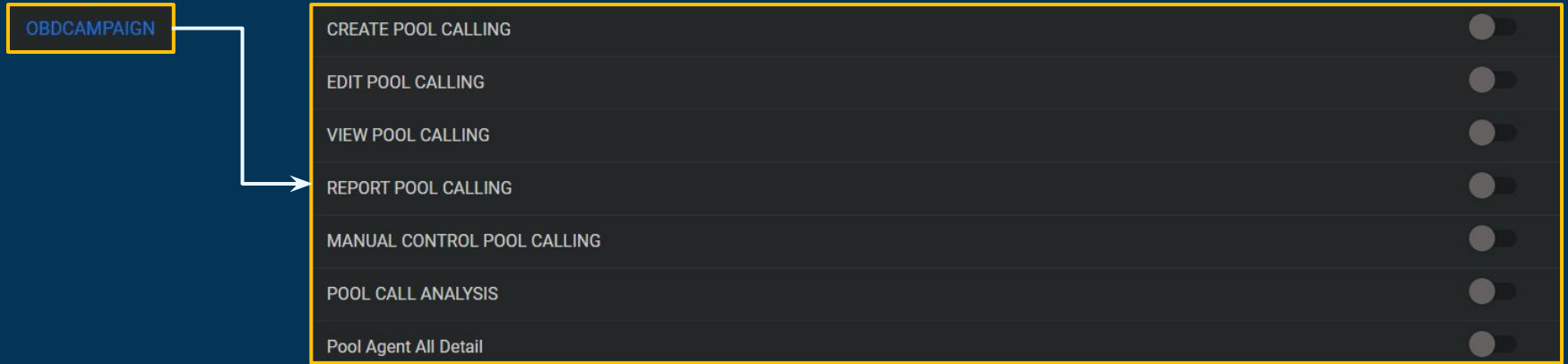
Allow Campaign API - Get access to allow the campaign API.

Reschedule Call - Get access to reschedule the call.

Reschedule Campaign - Get access to reschedule the campaign.

Campaign Mapping - Get access to campaign mapping.

Feedback Form Detail - Get access to view the feedback form detail.



Enable these permissions for the OBD Campaign to-

Create Pool Calling - Get access to create pool calling.

Edit Pool Calling - Get access to edit the pool calls.

View Pool Calling - Get access to view the pool calls.

Report Pool Calling - Get access to report the pool calling.

Manual Control Pool Calling - Get access to manually control the pool calling.

Pool Call Analysis - Get access to pool call analysis data.

Pool Agent All Detail - Get access to the pool agent all details.



Enable these permissions for the OBD Campaign to-

Skip Call - Get access to skip the call.

Create Broadcast Campaign - Get access to create the broadcast campaign.

Edit Broadcast Campaign - Get access to edit the broadcast campaign.

List Broadcast Campaign - Get access to the list broadcast campaign.

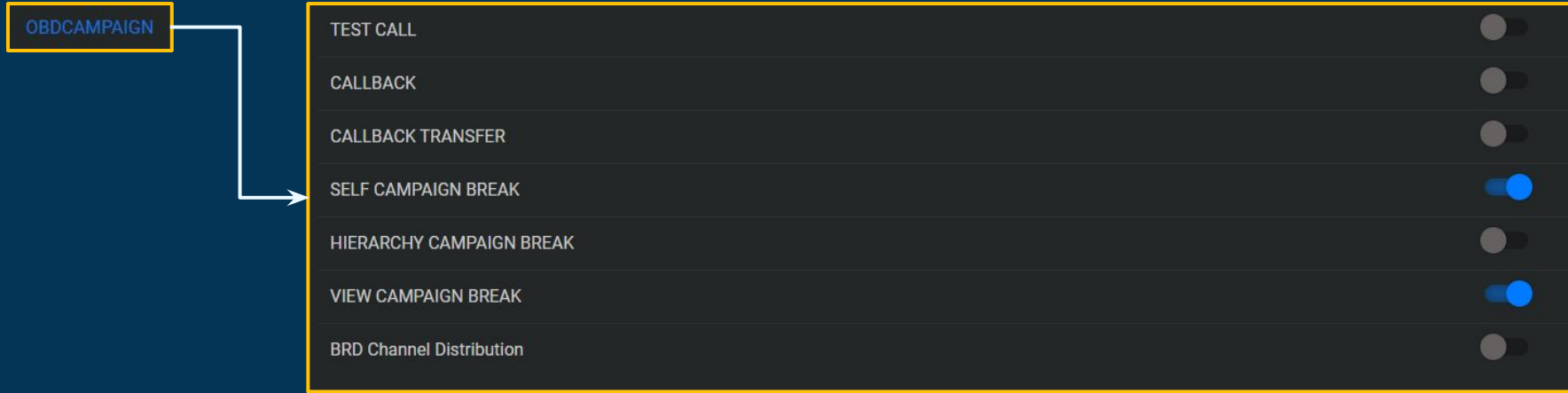
Broadcast Counter - Get access to the broadcast counter.

Set Broadcast Limit - Get access to set broadcast limit.

View Campaign Dashboard - Get access to view the campaign dashboard.

Set OBD Retry - Get access to set outbound broadcast retry.

Set Broadcast Retry - Get access to broadcast retry.



Enable these permissions for the OBD Campaign to-

Test Call - Get access to test the call campaign.

Callback - Get access to the callback campaign.

Callback Transfer - Get access to the callback transfer campaign.

Self Campaign Break - Get access to set the self-campaign break.

Hierarchy Campaign Break - Get access to view the hierarchy campaign break.

View Campaign Break - Get access the view the campaign break.

BRD Channel Distribution - Get access to BRD channel distribution.

DocketRule Permission

Permission	Allow Permission
DOCKETRULE MODULE	<input type="checkbox"/>
CREATE DOCKET RULE	<input type="checkbox"/>
EDIT DOCKET RULE	<input type="checkbox"/>
LIST DOCKET RULE	<input type="checkbox"/>
CHANGE STATUS DOCKET RULE	<input type="checkbox"/>
LIST DOCKET	<input type="checkbox"/>
UPLOAD DOCKET RULE	<input type="checkbox"/>

Enable these permissions for the Docket Rule to -

Docket Rule Module - Get access to view the docket rule module.

Create Docket Rule - Get access to create the docket rule.

Edit Docket Rule - Get access to edit the docket rule.

List Docket Rule - Get access to list the docket rule.

Change Status Docket Rule - Get access to change the status of the docket rule.

List Docket - Get access to list the docket.

Upload Docket Rule - Get access to upload the docket rule.

SMS Settings Permission

Permission	Allow Permission
SMS SETTINGS MODULE	<input type="checkbox"/>
CREATE SMS SETTINGS	<input type="checkbox"/>
EDIT SMS SETTINGS	<input type="checkbox"/>
LIST SMS SETTINGS	<input type="checkbox"/>
SYNC SMS SETTINGS	<input type="checkbox"/>
MANUAL SMS SETTINGS	<input type="checkbox"/>
ADD SMS TEMPLATES	<input type="checkbox"/>
EDIT SMS TEMPLATES	<input type="checkbox"/>

Enable these permissions for the SMS Settings to -

SMS Settings Module - Get access to view the SMS settings module.

Create SMS Settings - Get access to create the SMS Settings.

Edit SMS Settings - Get access to edit SMS settings.

List SMS Settings - Get access to list the SMS settings.

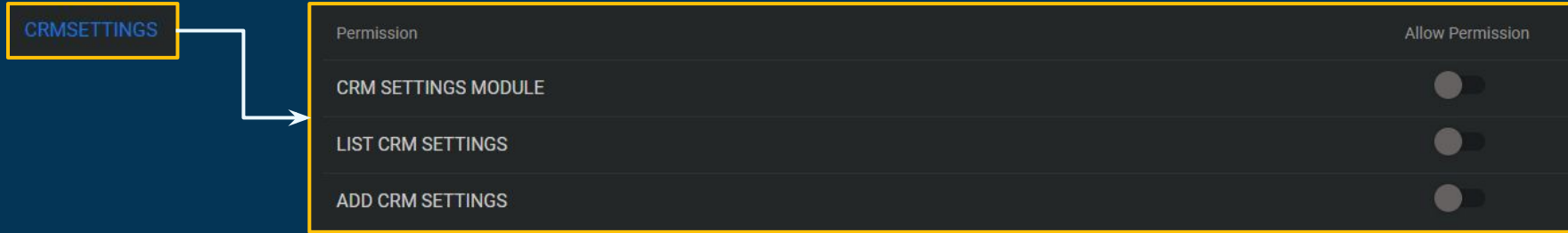
Sync SMS Settings - Get access to sync SMS settings.

Manual SMS Settings - Get access to set the SMS settings manually.

Add SMS Templates - Get access to add SMS templates.

Edit SMS Templates - Get access to edit SMS templates.

CRM Settings Permission



Permission	Allow Permission
CRM SETTINGS MODULE	<input type="checkbox"/>
LIST CRM SETTINGS	<input type="checkbox"/>
ADD CRM SETTINGS	<input type="checkbox"/>

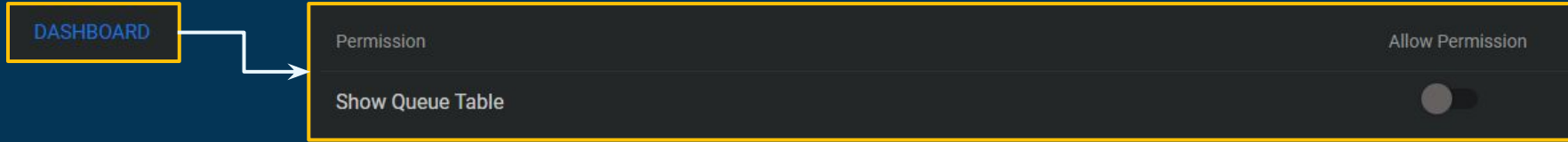
Enable these permissions for the CRM Settings to -

CRM Settings Module - Get access to view the CRM settings module.

List CRM Settings - Get access to list CRM settings.

Add CRM Settings - Get access to add CRM settings.

Dashboard Permission



Enable these permissions for the Dashboard to -

Show Queue Table - Get access to show the queue table.

Custom Dashboard Permission

Permission	Allow Permission
SET CUSTOM DASHBOARD	<input type="checkbox"/>
PREVIEW CUSTOM DASHBOARD	<input type="checkbox"/>
CHANGE STATUS CUSTOM DASHBOARD	<input type="checkbox"/>
LIST CUSTOM DASHBOARD	<input type="checkbox"/>
CREATE CUSTOM DASHBOARD	<input type="checkbox"/>

Enable these permissions for the Custom Dashboard to -

Set Custom Dashboard - Get access to set custom dashboards.

Preview Custom Dashboard - Get access to preview the custom dashboard.

Change Status Custom Dashboard - Get access to change the status of the custom dashboard.

List Custom Dashboard - Get access to list custom dashboards.

Create Custom Dashboard - Get access to create a custom dashboard.

Performance Permission

PERFORMANCE	Permission	Allow Permission
	PERFORMANCE	<input type="checkbox"/>
	AGENT PERFORMANCE	<input type="checkbox"/>
	HITS ANALYSIS	<input type="checkbox"/>
	AGENT PERFORMANCE REPORT	<input type="checkbox"/>
	DURATION	<input type="checkbox"/>
	CallAnalysis	<input type="checkbox"/>
	GROUP PERFORMANCE	<input type="checkbox"/>
	USER PERFORMANCE	<input type="checkbox"/>
	TIME WASTED	<input type="checkbox"/>
	AGENT TIMING LOG	<input type="checkbox"/>

Enable these permissions for the Performance to -

Performance - Get access to view the performance module.

Agent Performance - Get access to view the Agent performance.

HITS Analysis - Get access to view the HITS analysis.

Agent Performance Report - Get access to view the Agent performance report.

Duration - Get access to view the duration module.

Call Analysis - Get access to view the call analysis.

Group Performance - Get access to view the group performance.

User Performance - Get access to view the user performance.

Time Wasted - Get access to view the time wasted module.

Agent Timing Log - Get access to view the Agent timing log.

Live Call Permission

Permission	Allow Permission
Live Module	<input type="checkbox"/>
Live Call List	<input type="checkbox"/>
Live Module	<input type="checkbox"/>
Live Agents	<input type="checkbox"/>
Duplicate Module	<input type="checkbox"/>
Add Module	<input type="checkbox"/>
Edit Module	<input type="checkbox"/>
OverAll Counter	<input type="checkbox"/>
SPY Call	<input type="checkbox"/>
WHISPER Call	<input type="checkbox"/>
CONFERENCE Call	<input type="checkbox"/>

LIVE_CALL



Enable these permissions for the Live Call to -

Live Module - Get access to view the live module.

Live Call List - Get access to view the live call list.

Live Module - Get access to view the live module.

Live Agents - Get access to view the live agent's data.

Duplicate Module - Get access to view the duplicate module.

Add Module - Get access to view the add module functionality.

Edit Module - Get access to view the edit module functionality.

OverAll Counter - Get access to view the OverAll Counter.

Spy Call - Get access to view the spy call data.

Whisper Call - Get access to view whisper call data.

Conference Call - Get access to view the conference call data.

Live Queue Permission

Permission	Allow Permission
Live Call List	<input type="checkbox"/>
Hourly Counter List	<input type="checkbox"/>
Minute Counter List	<input type="checkbox"/>
Today Graph	<input type="checkbox"/>
Duplicate Module	<input type="checkbox"/>
Add Module	<input type="checkbox"/>
Edit Module	<input type="checkbox"/>

Enable these permissions for the Live Queue to -

Live Call List - Get access to view the live call list.

Hourly Counter List - Get access to view the hourly counter list.

Minute Counter List - Get access to view the minute counter list.

Today Graph - Get access to view the Today graph data.

Duplicate Module - Get access to view the duplicate module.

Add Module - Get access to the live queue module.

Edit Module - Get access to edit the live queue module.

Directory Permission



Permission	Allow Permission
DIRECTORY MODULE	<input type="checkbox"/>
ADD DIRECTORY CONTACT	<input type="checkbox"/>
LIST DIRECTORY CONTACTS	<input type="checkbox"/>
EDIT DIRECTORY CONTACT	<input type="checkbox"/>
UPLOAD DIRECTORY CONTACT FILE	<input type="checkbox"/>
MAP DIRECTORY CONTACT FILE	<input type="checkbox"/>

Enable these permissions for the Directory to -

Directory Module - Get access to view the directory module.

Add Directory Contact - Get access to add the contact to the directory.

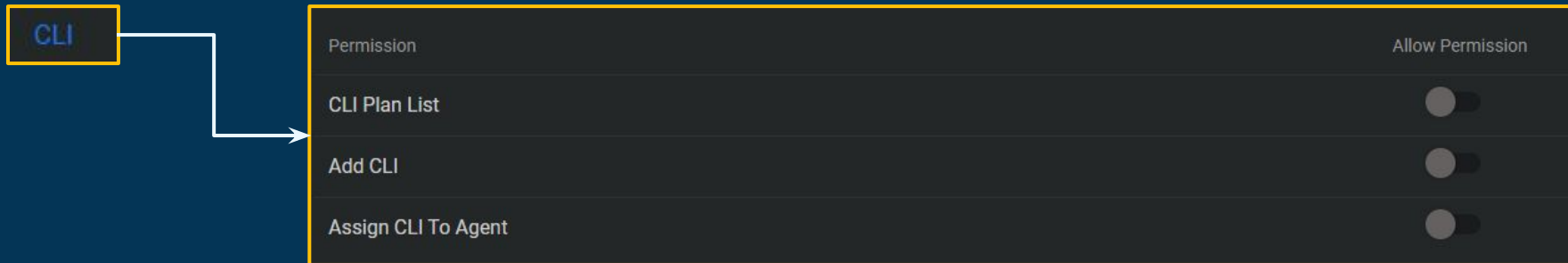
List Directory Contacts - Get access to list the contacts in the directory.

Edit Directory Contact - Get access to edit the contacts of the directory.

Upload Directory Contact File - Get access to upload the directory contact file.

Map Directory Contact File - Get access to map the directory contact file.

CLI Permission



Permission	Allow Permission
CLI Plan List	<input type="checkbox"/>
Add CLI	<input type="checkbox"/>
Assign CLI To Agent	<input type="checkbox"/>

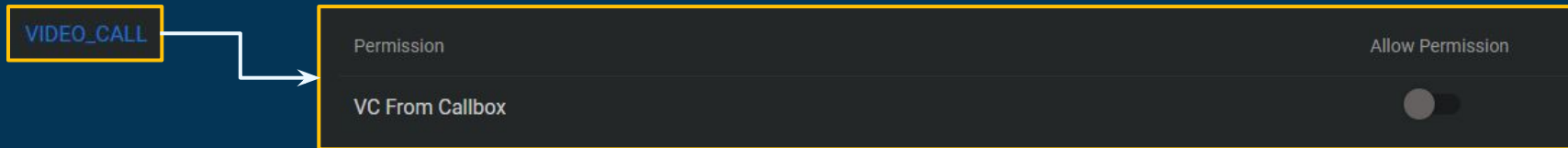
Enable these permissions for the CLI to -

CLI Plan List - Get access to view the CLI plan list.

Add CLI - Get access to add CLI.

Assign CLI To Agent - Get access to assign CLI to the agent.

Video Call Permission



Enable these permissions for the Video Call to -

VC From Callbox - Get access to get the video call from Callbox.

Call Disposition Permission

Permission	Allow Permission
Call Disposition Info	<input type="checkbox"/>
Call Disposition Delete	<input type="checkbox"/>
Call Disposition Create	<input type="checkbox"/>
Call Disposition Edit	<input type="checkbox"/>
View Attached Call Disposition	<input type="checkbox"/>
Add Call Disposition With Call	<input type="checkbox"/>
Edit - Update Attached Call Disposition	<input type="checkbox"/>
Disposition Analysis	<input type="checkbox"/>

Enable these permissions for the Call Disposition to -

Call Disposition Info - Get access to view the call disposition information.

Call Disposition Delete - Get access to delete the call disposition.

Call Disposition Create - Get access to create the call disposition.

Call Disposition Edit - Get access to edit call disposition.

View Attached Call Disposition - Get access to view the attached call disposition.

Add Call Disposition with Call - Get access to add call disposition with call.

Edit - Update Attached Call Disposition - Get access to edit and update the attached call disposition.

Disposition Analysis - Get access to view the disposition analysis.

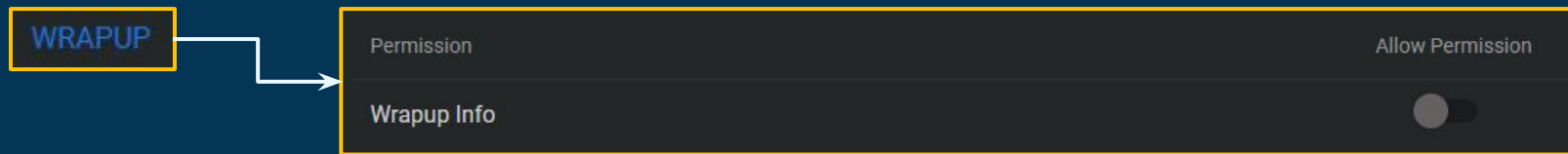
DND Permission



Enable these permissions for the DND to -

Apply DND Filter - Get access to apply DND Filter.

Wrapup Permission



Enable these permissions for the Wrapup to -

Wrapup Info - Get access to wrapup info.

IP Restriction Permission



Enable these permissions for the IP Restriction to -

IP Restriction - Get access to view the IP restriction.

Backup CLI Permission



Enable these permissions for the Backup CLI to -

Backup CLI - Get access to view the Backup CLI.