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Module Settings

You can use user profiles to control access to Management Portal. The **Module Settings** tab allows you to specify permissions to the Management Portal modules. You can set module access when you create a new user profile, or edit or copy an existing user profile.

The **Module Access** has the following options:

- **All**: To provide the user access to all modules.
- **Specific**: To provide the user access to selected modules only. You can select the following values from the drop-down list of each module:
  - **None**: The user will not have access to view the module.
  - **View**: The user can view the module.
  - **Edit**: The user can edit the module and the additional settings for the module is displayed.

If you click **All** for Module Access, then the user profile can access all of the modules. Click **Specific** if you want to provide the user access to selected modules only.

You can specify access to the following specific modules.

Setting	Description
Additional Supervisory Features	Allows the administrator to manage additional supervisory features for the agents. To enable the following setting, click the toggle button: • **Send Messages**: Allows the supervisor to send a message to an agent from the Team Performance Details page. • **Change Agent States**: Allows the supervisor to change the agent state from the Team Performance Details page.
Agent Desktop	Allows the user to access the Desktop.

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Setting	Description
Call Monitoring	Allows the user to silently monitor the quality of service that is delivered to customers across multisource contact centers. The user can silently monitor a selected queue, team, site, or agent if you enable Call Monitoring for the user. To enable the following settings, click the toggle button: • **Whisper Coach**: Allows the user who is monitoring the call to speak to the agent (who is handling the call), without the customer hearing the conversation. • **Barge-In**: Allows the user to join any call that the user is monitoring and participate in the conversation between the agent and the customer. • **Mid-Call Monitor**: Allows the user to monitor an ongoing call between an agent and a customer. Using the JS SDK, developers can start, pause, resume, and end call monitoring. For more information, see the Javascript SDK and Modules section in the *Cisco Webex Contact Center Desktop Developer Guide*. • **Restricted Monitor Only**: Prevents the user from viewing and editing monitoring schedules that the user did not create. • **View Blind Monitor Requests**: Allows the user to view blind monitoring requests of other users.
Call Recording	Allows the user to record any active Webex Contact Center call. The user can select the call from a queue, team, site, or agent, and specify the duration for which to record the call.

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Setting	Description
Sign Out Agents	Provides an administrator or supervisor access to the Agent State Data - Realtime dashboard. You can select the following values in the **Logout Agents** drop-down list: • **None:** The user will not have access to view the Agent State Data - Realtime dashboard. • **View:** The user can view the Agent State Data - Realtime dashboard. • **Edit:** The user can view the Agent State Data - Realtime dashboard and sign out agents who are in the Available or Idle state across all media channels. • **Edit:** The user can view the Agent State Data - Realtime dashboard and sign out agents who are in the Available, Idle, or Not Responding state across all media channels. **Note** To view the agent status details of a team or site, the administrator or supervisor must have access rights to the team or site. For more information, see *Access Rights* . For more information about viewing the Agent State Data - Realtime dashboard and signing out agents, see About Dashboards.
Multimedia	Allows authorized users to choose a multimedia profile for the user, that includes all types of media such as voice, chat, email, and social. If Multimedia is not enabled, when you edit the user's details via **Provisioning > Users**, the **Multimedia Profile** drop-down list displays only the default telephony profile. Users who have subscribed to Flex 3.0 plan can access the following: • Digital Channels - Access to chat and email only • Social Channels - Access to social integrations **Note** Users with Standard Agent user profile have access to Digital Channels only.

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Setting	Description
Provisioning	Provides the user access to the Provisioning module. The user can perform provisioning activities for the enterprise only if you select **Edit** in the **Provisioning** drop-down list. You can control access for an administrator user to perform the following provisioning activities for the enterprise: • **Manage Entry Points/Queues**: Allows the user to manage Webex Contact Center entry points and queues. • **Manage Sites**: Allows the user to manage Webex Contact Center sites. • **Manage Teams**: Allows the user to manage Webex Contact Center teams. • **Manage Users**: Allows the user to manage Webex Contact Center users. • **Manage User Profiles**: Allows the user to manage Webex Contact Center user profiles. • **Entry Point DN Mappings**: Allows the user to map DNs to entry points. • **Manage Dial Plans**: Allows the user to create and edit dial plans. • **Audit Trail**: Allows the user to access the Audit Trail interface. This interface allows users to view details of the provisioning changes for the enterprise. • **Branding**: Provides the user access to the Custom Theme settings on the Management Portal landing page. The user can customize the banner color and images on the Management Portal pages. • **Manage Tenants**: Allows the user to edit some of the tenant settings. • **Revoke API Key**: Allows the user to revoke the API key of a Webex Contact Center user. • **Manage Desktop profiles**: Allows the user to manage desktop profiles. • **Manage Skill Definitions**: Allows the user to manage skill definitions. • **Manage Skill Profiles**: Allows the user to manage skill profiles. • **Mange Work Types** : Allows the user to manage work types. • **Manage Auxilliary Codes**: Allows the user to manage auxilliary codes. • **Manage Outdial ANIs**: Allows the user to manage Outdial ANIs. • **Manage Desktop Layout** : Allows the user to manage desktop layouts. • **Manage Multimedia Profile**: Allows the user to manage multimedia profiles. • **Manage Address Books**: Allows the user to manage address books.

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Setting	Description
Recording Management	Provides access to the Recording Management module, which allows the user to search for and play audio files recorded through the Webex Contact Center Call Recording feature. You can enable the following permissions to the Recording Management module: • **Tags:** Allows the user to access the **Tags** tab to view, create, and edit tags that can be assigned to audio files. You can use these tags as search criteria. • **Custom Attributes:** Allows the user to access the **Custom Attributes** tab to create and modify custom attributes whose values can be saved with the recordings and can be later searched for. • **Security Keys:** Allows the user to access the **Security Keys** tab to view and change the schedule for generating security key pairs. This setting allows Supervisors to access Quality Management widget through Desktop.
Reporting and Analytics	Provides access to the Reporting and Analytics module. The Reporting and Analytics module allows the user to segment, profile, and visualize the data in contact center systems. This module also helps to identify the key variables that impact productivity and desired business outcomes. Users can configure and modify the Analyzer schemas using this module. You can provide the user access to Business Rules if you have enabled View or Edit permissions for the Reporting and Analytics module. Business Rules enable the user to incorporate customer data into the Webex Contact Center environment for custom routing and other generic implementation.

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Setting	Description
Routing Resources	Provides you access to the web-based user interface for managing and configuring call handling strategies. You can create and schedule global call routing and team capacity strategies and alter them in real-time in response to changes in business dynamics. You can enable the following permissions to the Routing Strategy module: • **Manage Call Flow Scripts:** Allows you to upload and update call control scripts. A control script defines how calls are handled. • **Manage Flows:** Allows you to create and manage flows. A flow defines how you handle the calls. • **Manage Audio Files:** Allows you to upload and update media resources such as audio-on-hold files for use in routing strategies. Resource files with .wav, .ulaw, .au, .php, and .xml extensions are supported along with other formats, depending on how the tenant's system is configured.

Module Settings

Setting	Description
Routing Resources ~~Strategy~~ Strategy	Provides you access to the Flow Control module based on the option selected such as **None**, **View**, and **Edit**. You can provide the user access to **Manage Call Flow Scripts** and **Manage Audio ~~Media~~Media Files** if you have enabled the **View** or **Edit** permission for the Routing Strategy module. • **View:** If you set **Routing Strategy** to **View**, the portal provides only the **Open** option in the flows table. **Note** When this configuration is set to **View**, the **Copy** and **Delete** options are not provided in the **Flows** tab even when you set the **Manage Call Flow Scripts** toggle to **On**. • **Edit:** If you set **Routing Strategy** to **Edit**, you can configure the following settings: • **Manage Call Flow Scripts:** Using this toggle, you can either enable or disable access to the Flow Control module. If you disable the **Manage Call Flow Scripts** permission in the portal for a user, then the portal blocks the Flow Control module to load by stating- "Flow access denied - You do not have permission to edit flows for your organization". If you enable the **Manage Call Flow Scripts** permission in the portal for a user, then the portal allows such user to work with the Flow Control module. • **Manage Audio ~~Media~~ Media Files:** Allows you to upload and update media resources such as audio-on-hold files for use in routing strategies. Resource files with .wav, .ulaw, .au, .php, and .xml extensions are supported along with other formats, depending on how the tenant’s system is configured.

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Setting	Description
Workforce Optimization	Allows supervisor to access the workforce optimization features to manage human resources. Supervisors can proactively analyze and manage resources for optimizing service levels. **Note** The availability of workforce optimization features depends on your license.