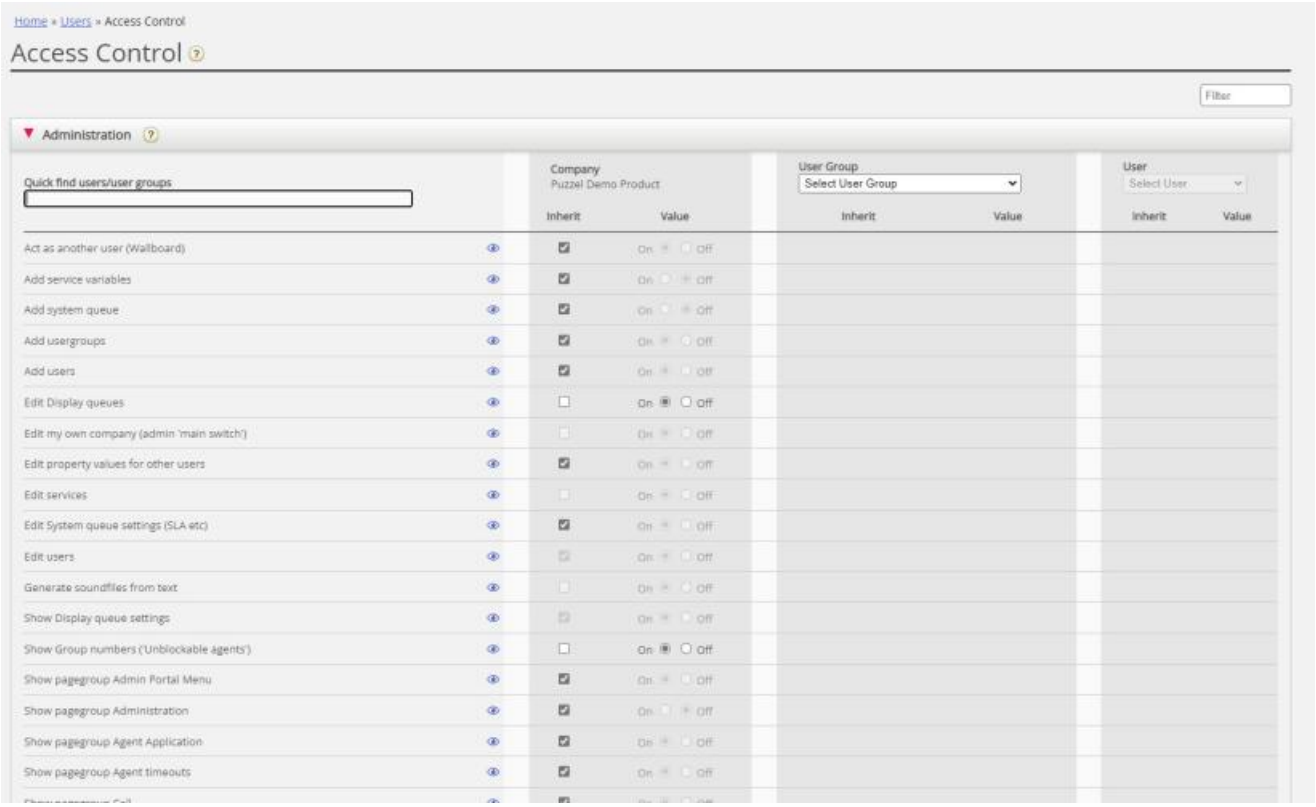
Access Control - Administration

The few main admin users with access to see accordion *Administration* on page Users - Access Control can configure access rights for other admin users.

If you have access to Administration, you will see several Administration properties, that you can turn on/off for the company, user group and user level.



The most important properties under Administration:

- **Edit my own company (admin 'main switch')**: This is the **administrator main switch**. If OFF for a user, this user will not have access to the Admin Portal main menus *Users, Services, Widget or SMS* even if *Enable menu Users/Services/Widget/SMS* is ON. When a new Agent user group is created, *Edit my company* is set to OFF and *Enable menu Real-time/Statistics/Catalog/Archive is set to OFF* for this new user group.
- **Show pagegroup Administration.** We recommend this being OFF for the company level and user group level, and that it is turned ON only for the few main admins in your company. If ON for a user, this user has access to Users - Access control - Administration, but only if Edit my own company also is ON.
- **Show pagegroup <Product accordion name>**: If not all admin users with access to page *Users - Products* should have access to the same accordions (aka pagegroups), this can be changed by adjusting these properties for different user groups/users.
    - **Show pagegroup Admin Portal menu**. If some admin users should not have access to adjust what menus other admins can see, you can turn off this property for those admins.
- **Act as another user (Wallboard)**. Default ON. If Off for a user, this user cannot configure the Wallboard for other users on page *Real-time - Wallboard*.
- **Add Service variables:** Default OFF. If On for a user, this user can see accordion Add service variables on page Services - Service variables where new variables can be added (and existing ones edited/deleted).
- **Add system queue**: Default OFF. If On for a user, this user can add and delete system queues (and belonging skill) on page Services - Queues.
- **Add usergroups**: Default ON. If Off for a user, this user can not add new user groups on page *Users - User groups*.

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- **Add users**: Default ON. If Off for a user, this user can not add new users on page *Users - Users*.
- **Edit Display queues**: Default **ON**. If Off for a user, this user cannot add, edit or delete Display queues.
- **Edit other users' public Dashboards**: Default OFF. Turn ON for the few admin users that should be able to edit all other users' Company Dashboards. (For next Dashboard release, probably September 19th, 2023)
- **Edit property values for other users**: Default ON. If Off for a user, this user cannot change property values for other users on page *Users - Products*.
- **Edit System queue settings**: Default ON. If Off for a user, this user cannot change system queue configurations.
- **Generate soundfiles from text**. Default off. If turned on (by Puzzel), users can generate soundfiles from text on page Services - Audio.
- **Save custom statistics reports**: Default ON. If Off for a user, this user can still customize reports, but not save new custom reports or save changes in existing reports.
- **Show Group numbers ('Unblockable agents')**: Default OFF. If ON for a user, this user can see, edit and Add Group numbers.
- **Show profiles on Edit user page**: Default ON. If Off for a user, this user will not see profiles on the Edit user page.
- **Show System queue settings**: Default ON. If Off for a user, this user cannot see accordion *System queue settings* (on page *Services - Queues)*
- **Show Display queue settings**: Default ON. If Off for a user, this user cannot see accordion *Display queue settings* (on page *Services - Queues*).

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