Roles defined

You can assign users to different roles so that they have the right kind of access within Puzzel Digital Engagement platform to perform their role. The roles available are as listed in the below table. You may also combine one or more roles to give users additional access into the system.

Role name	Description
Account Administrator	A user that is able to administer a single account and can delegate to child accounts. The user will have full access to the platform.
Account Manager	The Account Manager is allowed to create "Actions", create "Canned responses", handle users and select which group they should belong to. They can also publish changes. In short this role is used to manage the user-agents, their tools in conversations with visitors and even opening hours.
Configurator	A Configurator can execute different changes that will affect the agents workspace. The Configurator also have access to the translations and can add new languages for new sites.
Statistic Viewer	The Statistic viewer, can analyze the statistic for all interaction with the Vergic engage platform. This way the Statistic viewer can keep analyze effects from the interactions.
Case Browser	Gives access to Case Browser only and gives the user the possibility to follow up Cases and read transcript on screen.
Traffic Manager	The Traffic Manager have access to "Statistics" and "Monitor". The Traffic Managers has the possibility to manage the agents in real time to optimize SLA's and recourses by monitoring how many agents are available and how many visitors is currently in queue or being helped. Everything in real time.
User	A user is anyone who uses the VEP system. As a singular role the user role enables to have dialogs with visitors in desktop.