

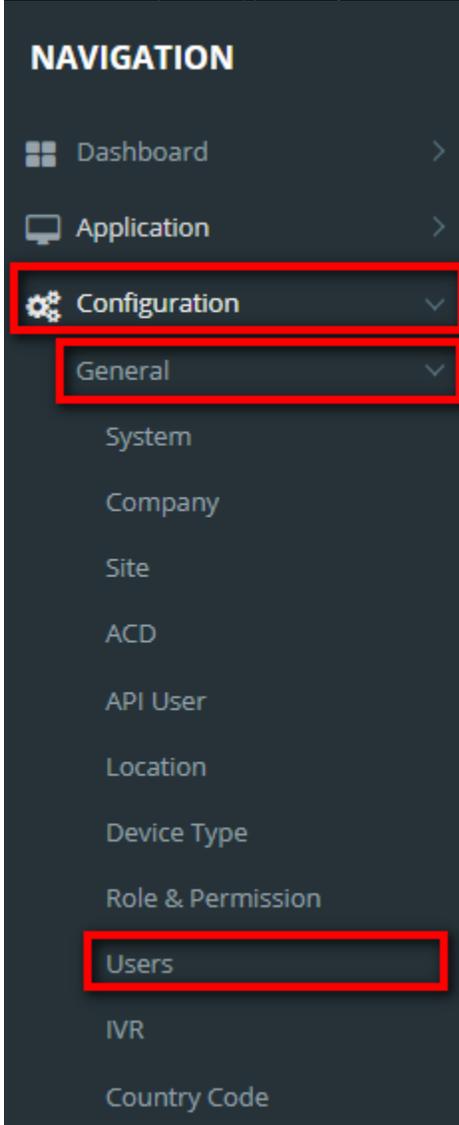
# Manage user's role and permission

Manage the user's role and the permission lets you set the new role for any user's account, and change the role for any user's account,... from the Linkscope Web application.

## Step-by-step guide

To manage the user's role and permission :

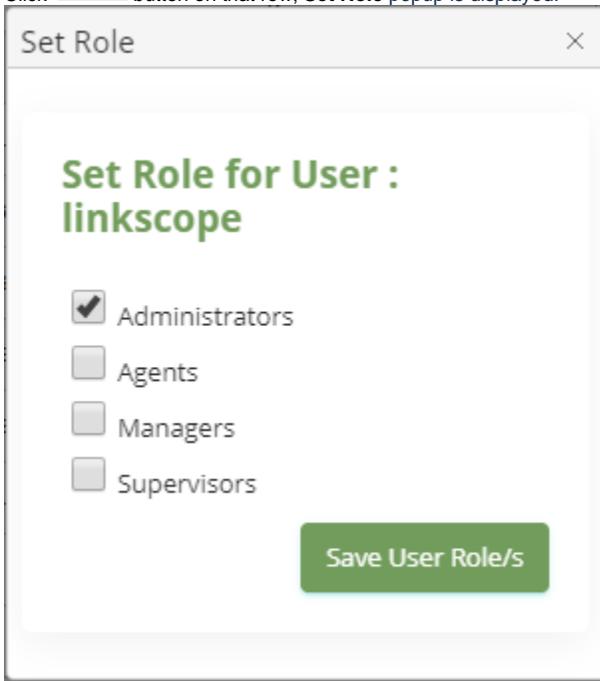
1. From the Linkscope Web application, you click to **Configuration ? General ? Users** at the menu.



2. At **All User** table, select any row you want to set a new user's role.

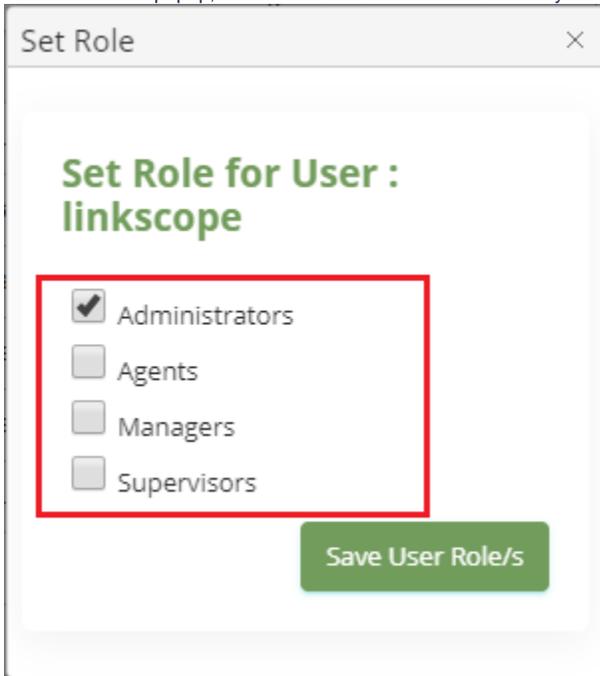


3. Click  button on that row, **Set Role** popup is displayed.



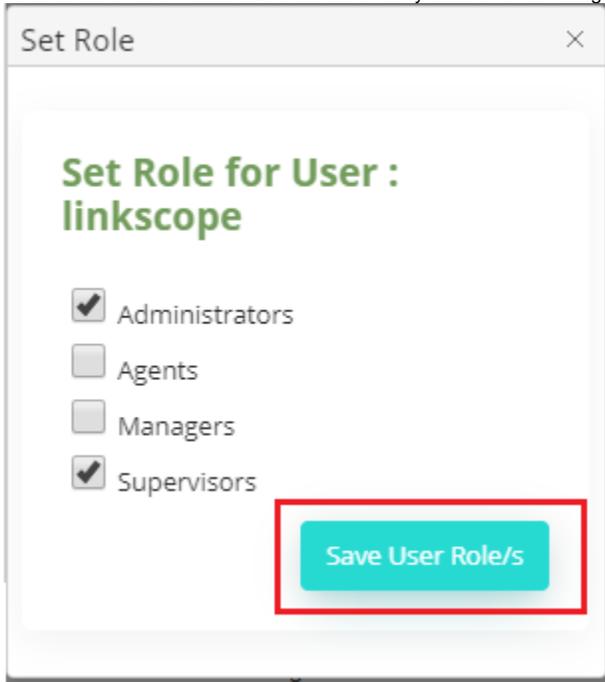
The image shows a 'Set Role' popup window for the user 'linkscope'. The window has a title bar with 'Set Role' and a close button. The main content area has a heading 'Set Role for User : linkscope'. Below the heading, there are four checkboxes: 'Administrators' (checked), 'Agents', 'Managers', and 'Supervisors'. At the bottom right, there is a green button labeled 'Save User Role/s'.

4. On the **Set Role** popup, set the new role or add a new role for your user by clicking to the select box.

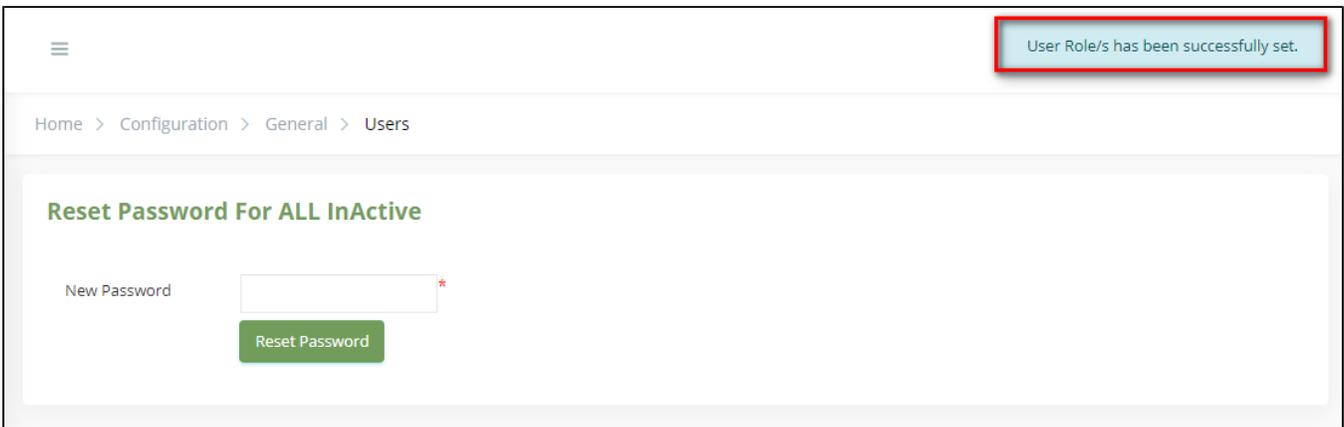


The image shows the same 'Set Role' popup window for the user 'linkscope'. A red rectangular box highlights the list of roles: 'Administrators' (checked), 'Agents', 'Managers', and 'Supervisors'. The 'Save User Role/s' button is visible at the bottom right.

5. Then click to **Save User Role/s** button to save you the select setting.



If the system shows this message, you set successfully a user's role.



Check it in **All Users** table:

The image shows a table with three rows of user data. The second row is highlighted with a red border and contains the following information: a checkbox, the name 'linkscope', the email 'admin@primas.net', the roles 'Supervisors' and 'Administrators', a green checkmark, a green plus icon, a gear icon, an edit icon, and a delete icon.

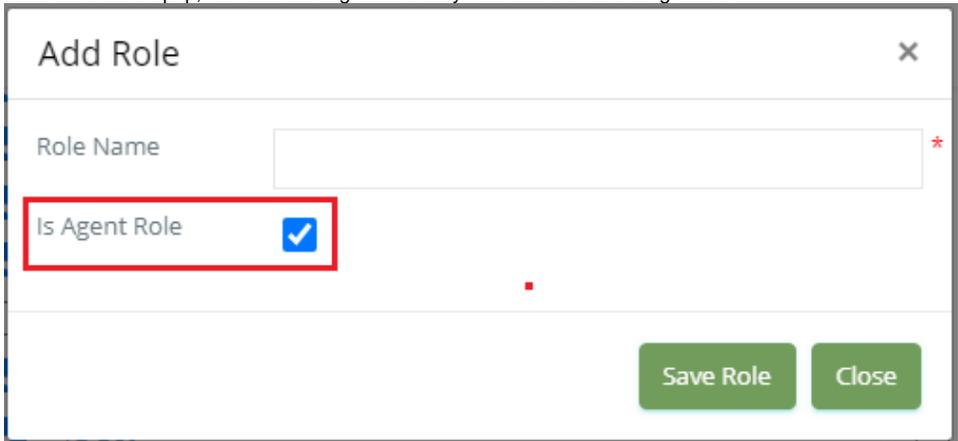
|                          |            |                                                    |                               |   |   |    |   |    |
|--------------------------|------------|----------------------------------------------------|-------------------------------|---|---|----|---|----|
| <input type="checkbox"/> | linkscope  | admin@primas.net                                   | Supervisors<br>Administrators | ✓ | + | ⚙️ | ✎ | 🗑️ |
| <input type="checkbox"/> | linkscope2 | 1000000...+351-1007-0410-+33-700-03@...@primas.net | Administrators                |   |   |    |   |    |
| <input type="checkbox"/> | linkscope3 |                                                    |                               |   |   |    |   |    |

To create a new role:

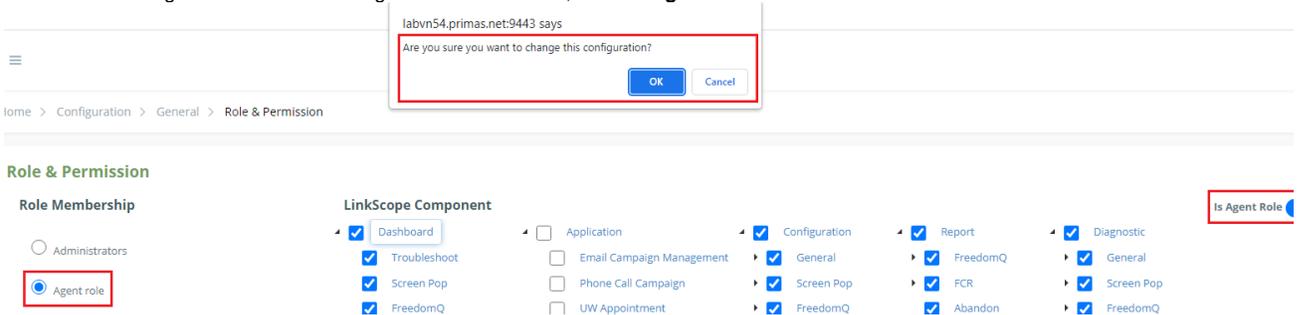
1. From the Linkscope Web application, you click to **Configuration ? General ? Role & Permission** at the main menu.
2. Click the "Add Role" button to open the "Add Role" pop:



3. At the "Add Role" pop, check the "Is Agent Role" if you want to create an agent role:



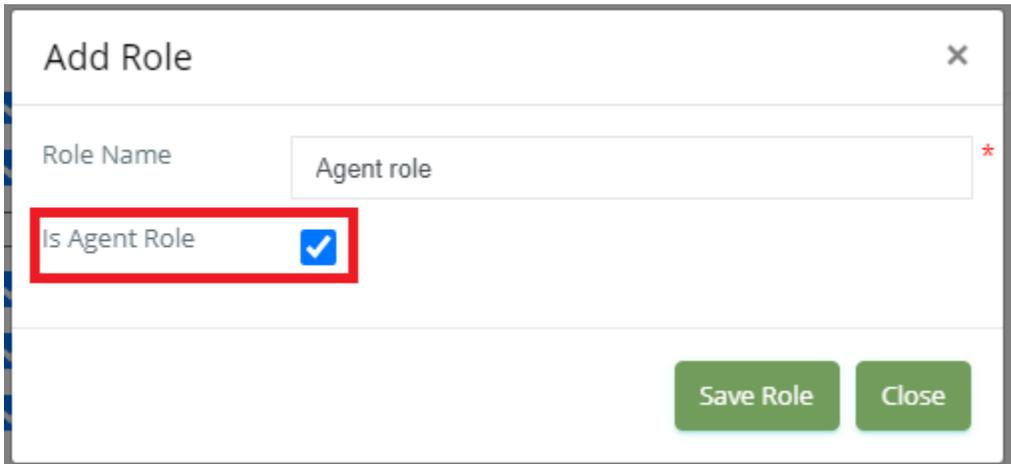
If we want to change a normal role to an agent role or otherwise, click "Is Agent Role":



To delete the user's roles:

We CANNOT delete the roles in these cases below:

- The default roles: Administrators, Agents, Managers, Supervisors
- The roles that were assigned to the user(s)
- The agent roles: the role we created with "Is Agent Role"



## Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)

- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)