

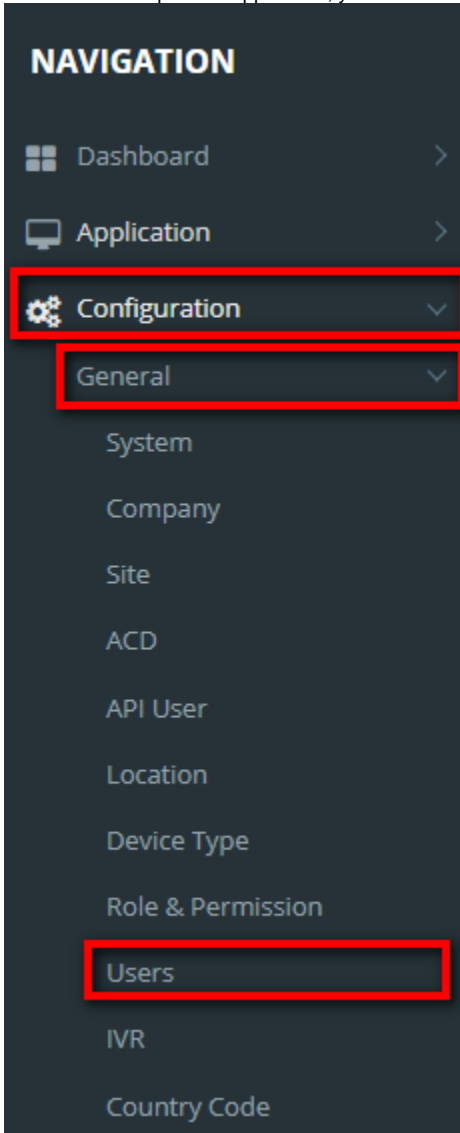
Manage user's role and permission

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 :

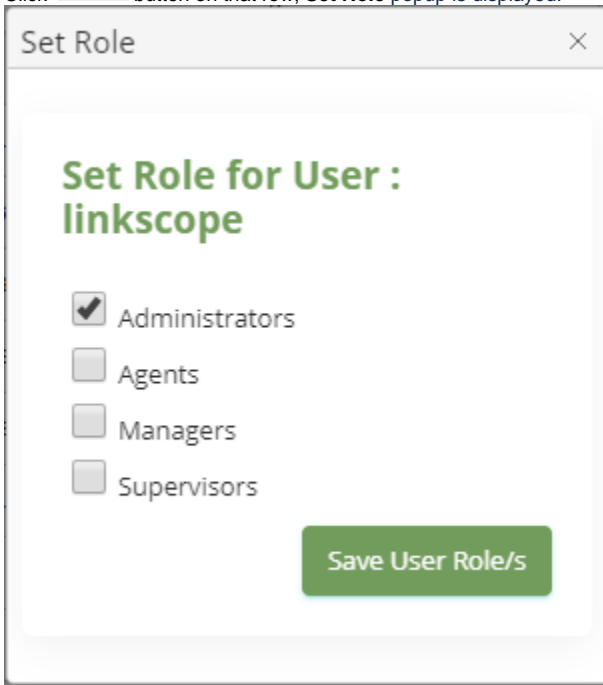
1. From the Linkscope Web application, you click to **Configuration ? General ? Users** at the menu.



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 'Set Role' popup window for user 'linkscope' displays four role options: Administrators (checked), Agents, Managers, and Supervisors. A green 'Save User Role/s' button is located at the bottom right.

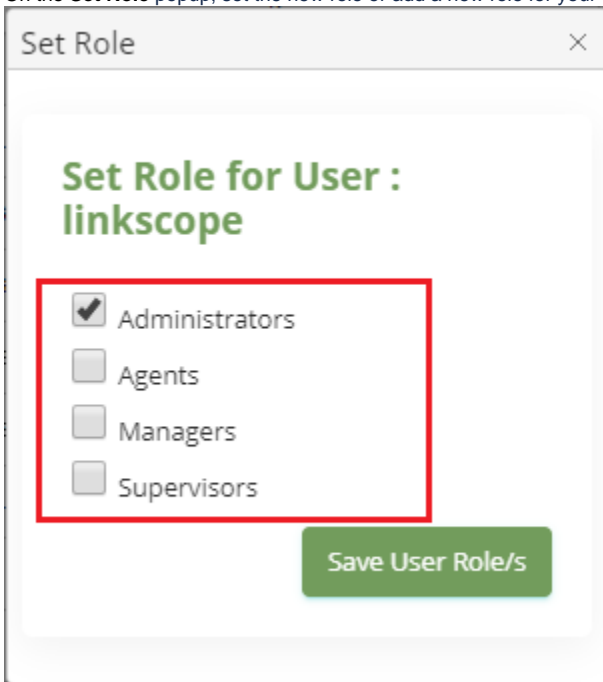
Set Role

Set Role for User :
linkscope

☒ Administrators
☐ Agents
☐ Managers
☐ Supervisors

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 'Set Role' popup window for user 'linkscope' is shown again. A red rectangular box highlights the role selection area, which includes the 'Administrators' checkbox (which is checked) and the 'Agents', 'Managers', and 'Supervisors' checkboxes. The 'Save User Role/s' button remains at the bottom right.

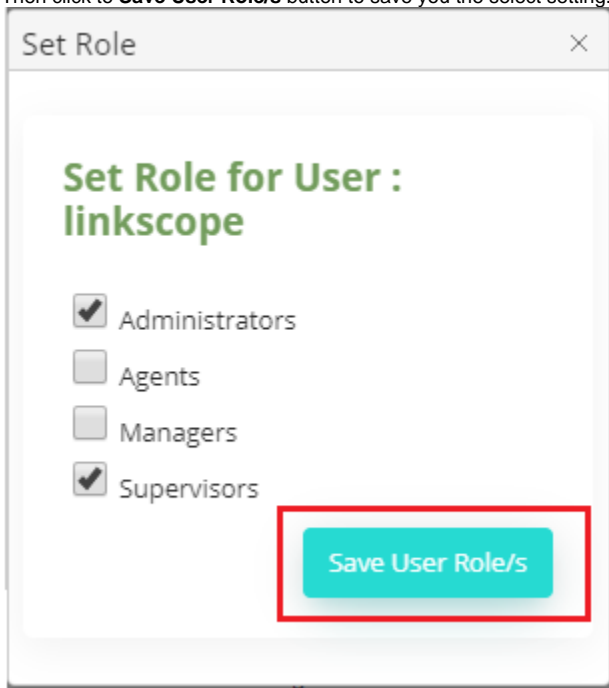
Set Role

Set Role for User :
linkscope

☒ Administrators
☐ Agents
☐ Managers
☐ Supervisors

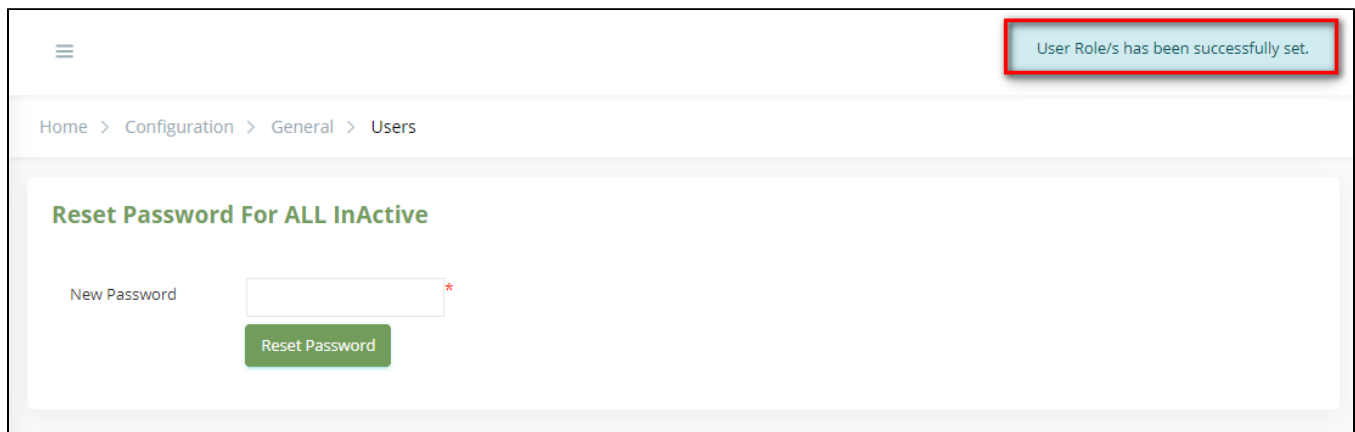
Save User Role/s

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



The 'Set Role' dialog box for user 'linkscope' shows four role options: Administrators (checked), Agents (unchecked), Managers (unchecked), and Supervisors (checked). A red box highlights the 'Save User Role/s' button at the bottom right.

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



The 'Users' configuration page shows a success message 'User Role/s has been successfully set.' in a red box at the top right. Below the breadcrumb 'Home > Configuration > General > Users', there is a section titled 'Reset Password For ALL InActive' with a 'New Password' input field and a 'Reset Password' button.

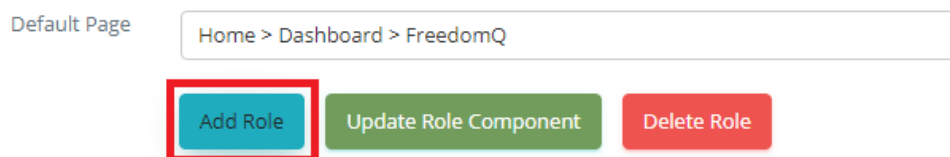
Check it in **All Users** table:



<input type="checkbox"/>	Admin	Primas	Dept	55052c1a-f062-450b-b0e0-44a5c20e0a@primas.net	Primas Agents				
<input type="checkbox"/>	linkscope			admin@primas.net	Supervisors Administrators	✓			
<input type="checkbox"/>	linkscope2			10000000-+3C4-1007-04d0-+3D-+700-03@+me8.com	Administrators				

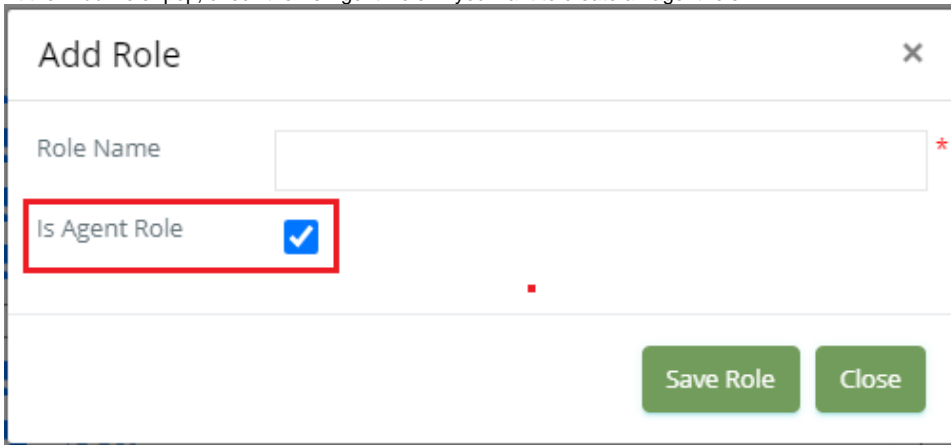
To create a new role:

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:



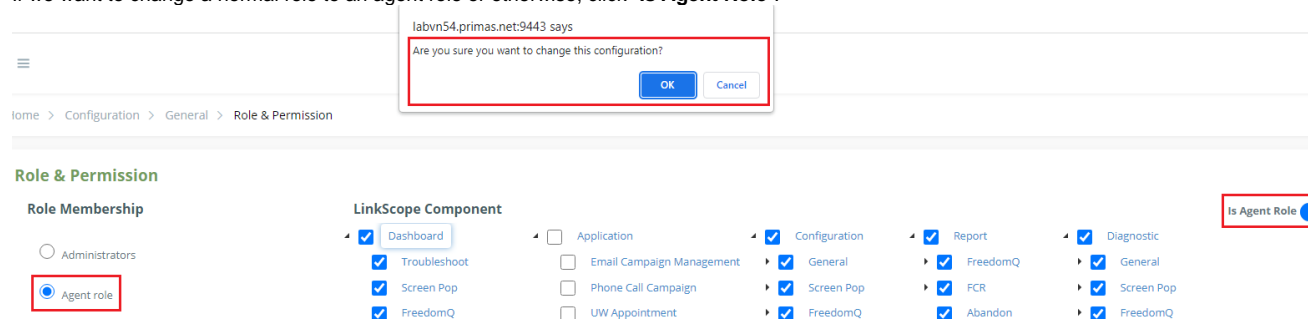
The 'Role & Permission' configuration page shows a 'Default Page' dropdown set to 'Home > Dashboard > FreedomQ'. Below it are three buttons: 'Add Role' (highlighted with a red box), 'Update Role Component', and 'Delete Role'.

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



The "Add Role" dialog box is shown. It has a title bar with a close button (X). Below the title bar, there is a "Role Name" text input field with a red asterisk indicating it is required. Below that is the "Is Agent Role" checkbox, which is checked and highlighted with a red rectangle. At the bottom right, there are two green buttons: "Save Role" and "Close".

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

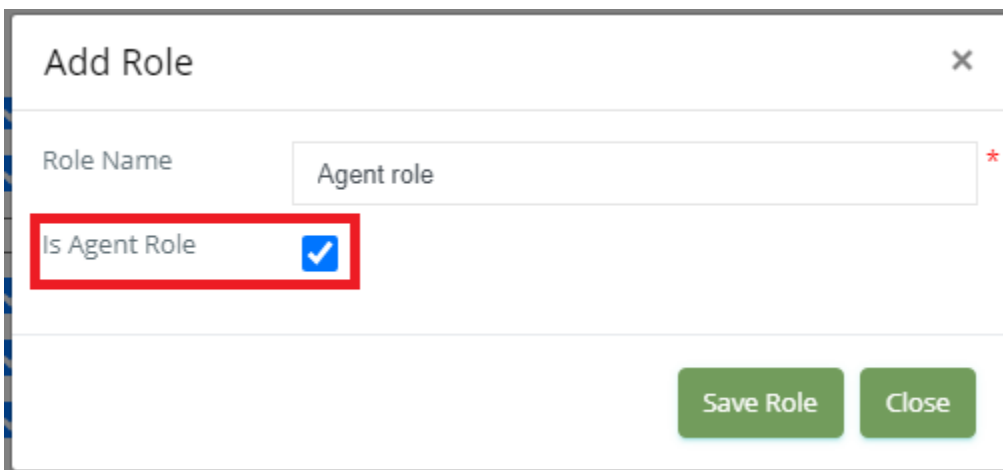


The "Role & Permission" page is shown. A confirmation dialog box is open in the center, asking "Are you sure you want to change this configuration?" with "OK" and "Cancel" buttons. The dialog box is titled "labvn54.primas.net:9443 says". Below the dialog, the "Role & Permission" section is visible. Under "Role Membership", the "Agent role" radio button is selected and highlighted with a red rectangle. To the right, the "LinkScope Component" section shows various components with checkboxes, including "Dashboard", "Troubleshoot", "Screen Pop", "FreedomQ", "Application", "Email Campaign Management", "Phone Call Campaign", "UW Appointment", "Configuration", "General", "Screen Pop", "FreedomQ", "Report", "FreedomQ", "Abandon", and "Diagnostic". The "Is Agent Role" checkbox is also highlighted with a red rectangle.

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"



The "Add Role" dialog box is shown again. The "Role Name" field now contains the text "Agent role". The "Is Agent Role" checkbox is checked and highlighted with a red rectangle. The "Save Role" and "Close" buttons are at the bottom right.



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](#)