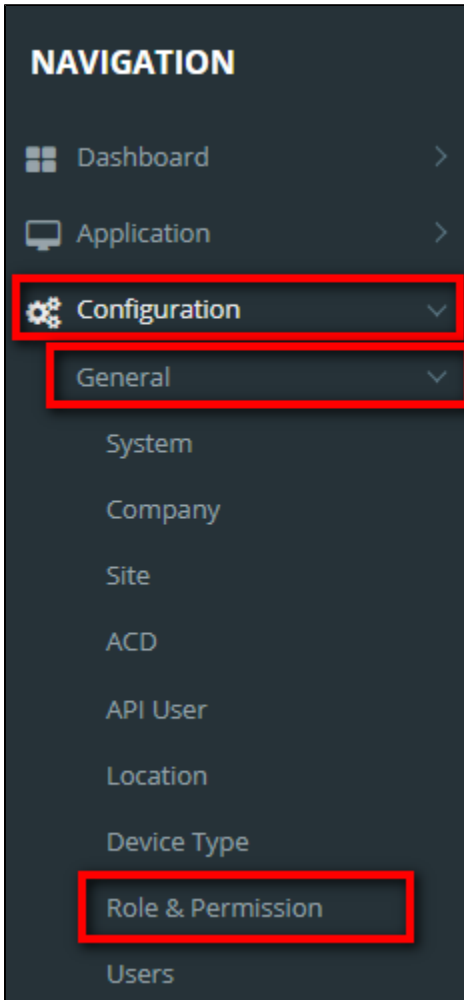


How to manage Role & Permission at General Configuration

Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
- From the Linkscope Web application, you click to **Configuration ? General ? Role & Permission** at the menu.



- With each role, we have to set different configurations corresponding to that role.
 - If the creator is assigned to a company, the list of roles only displays the roles that belong to the same company.
 - From **Role & Permission**, select the **Role Membership** and the **LinkScope Component** you want to configure.

Role & Permission

Role Membership

Company Name

Primas

☒ PRIMA - Administrators

☐ PRIMA - Agents

☐ PRIMA - Managers

☐ PRIMA - Supervisors

☐ PRIMA - Testers

LinkScope Component

☒ Dashboard

- ☒ Troubleshoot
- ☒ Screen Pop
- ☒ FreedomQ
- ☒ Agent-QueueInfo
- ☒ Vaccination Standby List
- ☒ 1B Bot
- ☒ Text App
- ☒ Text Auto-response
- ☒ Wait List

☐ Application

- ☐ Email Campaign Management
- ☐ Job Management
- ☐ Phone Call Campaign
- ☒ Teams Notification

☒ Configuration

- ☐ General
- ☒ Screen Pop
- ☒ FreedomQ
- ☒ FCR & Repeat Call
- ☐ Postcall Survey
- ☐ Abandon
- ☐ Omni Channels
- ☐ Static Content List
- ☐ Contact Report

☐ Report

- ☐ FreedomQ
- ☐ FCR
- ☐ Abandon
- ☐ Contact Report
- ☐ Post Call Survey
- ☐ IVR Report
- ☐ Contact Message
- ☐ System

☒ Diagnostic

- ☒ General
- ☒ Screen Pop
- ☒ FreedomQ
- ☒ Feature Status

- If the creator is the administrator who is not assigned to any company, display dropdowns for the admin to select a company for roles.

- From **Role & Permission**, select the **Role Membership** and the **LinkScope Component** you want to configure.

Role & Permission

Role Membership

Company Name
Select Company ▼

☒ Administrators
☐ Agents
☐ Managers
☐ Supervisors
☐ Test Role

LinkScope Component

☒ Dashboard
☒ Troubleshoot
☒ Screen Pop
☒ FreedomQ
☒ Agent-QueueInfo
☒ Vaccination Standby List
☒ 1B Bot
☒ Text App
☒ Text Auto-response
☐ Wait List

☐ Application
☐ Email Campaign Management
☐ Job Management
☐ Phone Call Campaign
☐ Teams Notification

☒ Configuration
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☒ FCR
☒ Abandon
☒ Contact Report
☒ Post Call Survey
☒ IVR Report
☒ Contact Message
☒ System

☒ Diagnostic
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☒ Screen Pop
☒ FreedomQ
☒ Feature Status

- **Note:**
 - If not select company, display General roles only.
 - If the selected company is not the default company, display all roles that belong to the same company.

Then select a **Default Page** link, and click the **Update Role Component** button.

Default Page

Home > Diagnostic > ScreenPop > Recent Contacts ▼

Add Role
Update Role Component
Delete 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](#)