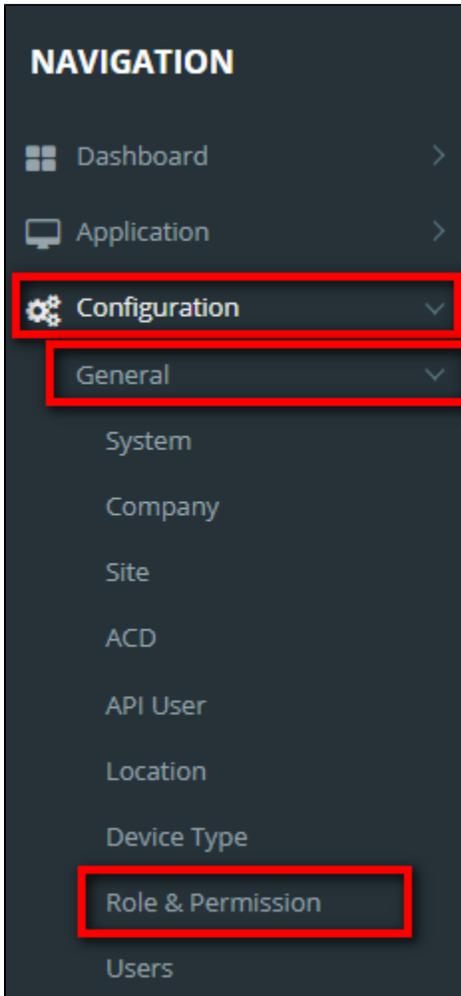


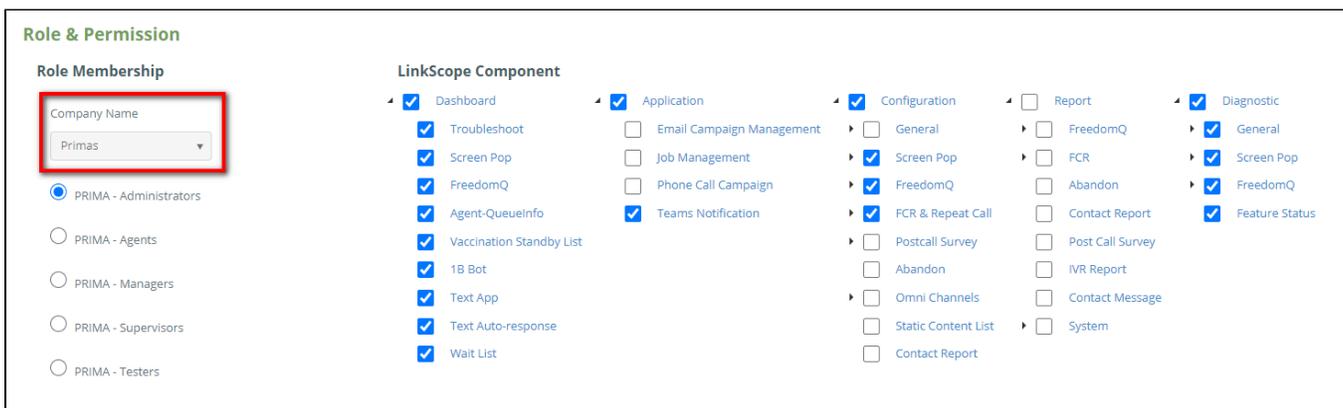
# How to manage Role & Permission at General Configuration

## 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.



- 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

<input checked="" type="checkbox"/> Dashboard <input checked="" type="checkbox"/> Troubleshoot <input checked="" type="checkbox"/> Screen Pop <input checked="" type="checkbox"/> FreedomQ <input checked="" type="checkbox"/> Agent-QueueInfo <input checked="" type="checkbox"/> Vaccination Standby List <input checked="" type="checkbox"/> 1B Bot <input checked="" type="checkbox"/> Text App <input checked="" type="checkbox"/> Text Auto-response <input type="checkbox"/> Wait List	<input type="checkbox"/> Application <input type="checkbox"/> Email Campaign Management <input type="checkbox"/> Job Management <input type="checkbox"/> Phone Call Campaign <input type="checkbox"/> Teams Notification	<input checked="" type="checkbox"/> Configuration <input checked="" type="checkbox"/> General <input checked="" type="checkbox"/> Screen Pop <input checked="" type="checkbox"/> FreedomQ <input checked="" type="checkbox"/> FCR & Repeat Call <input checked="" type="checkbox"/> Postcall Survey <input checked="" type="checkbox"/> Abandon <input checked="" type="checkbox"/> Omni Channels <input checked="" type="checkbox"/> Static Content List <input checked="" type="checkbox"/> Contact Report
<input checked="" type="checkbox"/> Report <input checked="" type="checkbox"/> FreedomQ <input checked="" type="checkbox"/> FCR <input checked="" type="checkbox"/> Abandon <input checked="" type="checkbox"/> Contact Report <input checked="" type="checkbox"/> Post Call Survey <input checked="" type="checkbox"/> IVR Report <input checked="" type="checkbox"/> Contact Message <input checked="" type="checkbox"/> System	<input checked="" type="checkbox"/> Diagnostic <input checked="" type="checkbox"/> General <input checked="" type="checkbox"/> Screen Pop <input checked="" type="checkbox"/> FreedomQ <input checked="" type="checkbox"/> 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](#)