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Designer User's Guide

Permissions and Access

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- Administrator

Learn about the various roles and permissions in Designer.

Related documentation:

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Genesys Designer provides layered access roles to ensure that your users only have access that is appropriate for your business needs—such as the ability to make changes to prompts, business hours, or set an emergency routing flag—without exposing control to the overall application logic.

Designer only permits one user at a time to open an application, shared module, or data table for editing. If you try to open one of these resources and it is already in use, Designer shows you which user has the resource locked. You can then choose to open it as read-only or go back to the previous screen.

If a user has opened an application or module for editing and then goes inactive, their browser eventually displays a timeout warning. If they do not respond, the resource is closed and the lock released.

Designer roles

Designer supports the following user roles:

Designer Developer

Designer Developers can view and modify all resource types within Designer, with the exception of features that are restricted to Designer Administrators (such as managing partitions and user accounts). Designer Developers can also access PII Rules Management and Standard Responses, if these management tools are available in their environment.

Designer Business User

Designer Business Users have limited access to Applications, Speech Grammars, and Shared Modules. They can view these resources, but cannot make any changes to them.

They have full access to Media Resources, Business Controls (which lets them work with business hours, special days, emergency flags, and data tables), and Analytics.

Business Users can also assign phone numbers to applications.

Designer Administrator

Designer Administrators have full access to the Admin settings for Designer, which includes the ability to control the resources that users have access to through **Partition-Based Access Control**, or **PBAC**.

With PBAC, you can create a partition and assign certain Designer resources to it. Then you can select the users who will belong to each partition. Users will only be able to see and manage those resources that are assigned to the partitions they belong to. For more information, see Partitions.

Designer Administrators can view most of the other resource types in Designer, but cannot make any changes to them.

Important

For full access to all resource types in Designer, a user would need to be assigned to *both* the Designer Administrator and Developer roles.

Designer Analytics

All Designer roles have access to Analytics. Users assigned *only* to the Designer Analytics role can view and modify the Analytics dashboards, but do not have access to any other Designer resources.

Designer permissions

The following tables provide a high-level overview of what each role can do with various Designer resources:

Media Resources

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
View	✓	✓	✓	
Modify	✓	✓		
Create	✓	✓		
Delete	✓			

Message Resources

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
View	✓	✓	✓	
Modify	✓			
Create	✓			

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
Delete	✓			

Applications

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
View	✓	✓	✓	
Modify	✓			
Create	✓			
Delete	✓			
Switch to last snapshot	✓		✓	
Assign phone numbers	✓	✓	✓	
Change block properties	✓			

Shared Modules

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
View	✓	✓	✓	
Modify	✓			
Create	✓			
Delete	✓			

Speech Grammars

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
View	✓	✓	✓	
Modify	✓			
Create	✓			
Delete	✓			

Bot Registry

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
View	✓	✓	✓	
Modify	✓			
Create	✓			
Delete	✓			

Business Controls

Task	Designer Developer	Designer Business User	Designer Administrator	Designer Analytics
View	✓	✓	✓	
Modify	✓	✓		
Create	✓	✓		
Delete	✓	✓		

Restricted mode during upgrades

During upgrades, Designer continues to provide full service, but goes into a restricted mode that only allows selective modifications to be made. While Designer is in this mode, certain objects (such as applications, shared modules, and workspace settings) are locked for editing until the upgrade is complete. You can, however, continue to make changes to objects such as business controls, audio resources, and grammars.