

# **GENESYS**

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# nGAGEMENT permissions

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View permissions for nGAGEMENT.

#### All users

#### All users can:

- · View information about themselves, their team, and their department
- Select the language for nGAGEMENT to use
- · Change their own password
- · Participate in contests and quizzes to which they are assigned
- · Challenge colleagues to, and participate in competitions

## Team leaders and managers

Team leaders and managers have agent capabilities, and can also:

- · Change their agents' password
- · Manage filter presets
- · Manage their nSight subscription
- Send sparks and badges
- · Create contests, quizzes, sparks, and badges
- · Generate reports

#### Administrator

The administrator has agent, team leader, and manager capabilities. The administrator can also:

- · Add and modify manager and team leader accounts
- Reset or change user passwords
- · Specify logon exceptions
- Manage challenge and leaderboard scopes
- · Add and edit custom filter presets

- Configure metric objectives and points
- Configure the weekly nSight subscription