GENESYS™

Genesys Predictive Routing Help

Create and update users and roles

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Contents

- Administrator

This window is available only to users with the ADMIN role.

The User Management window enables you to add new ADMIN and REVIEWER users to your account and to configure user settings.

Related documentation:
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Create a new user

To add a new user to an account:

1. Click the **Settings** gear icon, located on the right side of the top menu bar: , to open the configuration menu.
2. Click the **Account** > **User Management** tab on the left-hand navigation bar.

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3. Click **New User**.

Enter the user name and email, and select the appropriate role or roles.

1. By default, the **Roles** text box contains both the ADMIN and REVIEWER roles when you create a user.

   - To remove a role, click the **X** next to the name of that role.
   - If you decide to add a role back after removing it, click in the Roles text box to open the list of roles.
   - If you already assigned a role to the user, click *below* the already-assigned role. Clicking to the right of an assigned role does not open the list of roles.

2. Click **Create** to finish setting up the user.

GPR then sends a password reset email to the new user.

Update a user

To update user information:

1. Click the **Account** > **User Management** tab on the left-hand navigation bar. A table containing data for all configured users appears.

2. Click a user's email address.

3. Make the desired changes to the user name, email, or roles.

4. Click **Update** to save your changes.

If you need to remove the user, click **Delete user**.

Roles

GPR supports the following roles:

*   ADMIN - View the Feature Coverage and Model Accuracy charts. Manage users, account password policies, and update passwords.

*   REVIEWER - View the View the Feature Coverage and Model Accuracy graphs. Change their own password.