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# Genesys Predictive Routing Help

Create and update users and roles

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- 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

The screenshot shows the 'Predictive Routing' interface. On the left is a navigation sidebar with sections: SETTINGS (Account), USER PROFILE (Password), and ACCOUNT (User Management, which is highlighted in blue). The main content area is titled 'All users > New User'. It contains three required fields: 'Name' with a text input containing 'New User' and a user icon; 'Email' with a text input containing 'newuser@company.com'; and 'Roles' with two selected roles, 'REVIEWER' and 'ADMIN', each in a box with an 'x' to remove it. A blue 'Create' button is at the bottom right.

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

**All users** >

### Update User

**Name \***



**Email \***

**Roles \***

✕ REVIEWER ✕ ADMIN

**Update**

**Delete 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.

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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.