Manage your Contact Center in Agent Setup

Roles

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Learn how roles work in your contact center.

Related documentation:
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Roles define what you can do in a given application. In Platform Administration, roles and their privileges are controlled by the use of Role objects, which are assigned to users (including agents) and Access Groups. Roles are application-specific, and must be defined for each application that supports them.

Display Options

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

To select or de-select multiple objects at once, click **Select**.