



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Manage your Contact Center in Agent Setup

Roles

7/27/2024

Contents

- [1 Display Options](#)



- Administrator

Learn how roles work in your contact center.

Related documentation:

-
-

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**.