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# Intelligent Workload Distribution Administrator's Guide

Roles and privileges for Workload Manager users

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Understand, assign and edit the access privileges of the different Workload Manager users (roles). Genesys Professional Services configure roles and privileges initially, using the default values described in this page.

**Related documentation:**

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Privilege name	Roles			Notes
	IWD Business User	IWD Supervisor	IWD User	
<b>Work items (Universal Queue tab in Workload Manager)</b>				
iWD.Workitems.canView	X	X	X	Requires iWD.Workitems.Search.canExecute privilege.
iWD.Workitems.canRead	X	X	X	
iWD.Workitems.canDelete	X	X		
iWD.Workitems.canUpdate	X	X		
iWD.Workitems.canCreate	X			
iWD.Workitems.BulkActions.canExecute	X			
iWD.Workitems.Activate.canExecute	X	X		
iWD.Workitems.Search.canExecute	X	X	X	
iWD.Workitems.Export.canExecute	X			
iWD.Workitems.Hold.canExecute	X	X		
iWD.Workitems.Cancel.canExecute	X	X		
iWD.Workitems.Resume.canExecute	X	X		Only Held work items can be resumed.
iWD.Workitems.Restart.canExecute	X	X		
<b>Dashboard (Dashboards tab)</b>				
iWD.Dashboard.canView	X	X	X	Requires iWD.Workitems.Search.canExecute privilege.
<b>Configuration (Configuration tab)</b>				
iWD.Settings.canView	X	X	X	
<b>Configuration/Categories</b>				

Privilege name	Roles				
iWD.Categories.canView	X	X	X		Requires iWD.Categories.canRead privilege.
iWD.Categories.canRead	X	X	X		
iWD.Categories.canUpdate	X				
<b>Configuration/Prioritization</b>					
iWD.Prioritization.canView	X	X	X		Requires iWD.Prioritization.canRead privilege.
iWD.Prioritization.canRead	X	X	X		
iWD.Prioritization.canUpdate	X				
<b>Configuration/Endpoints</b>					
iWD.Endpoints.canView	X	X	X		Requires iWD.Endpoints.canRead privilege.
iWD.Endpoints.canRead	X	X	X		
iWD.Endpoints.canUpdate	X				
<b>Configuration/Mailboxes</b>					
iWD.Mailboxes.canView	X	X	X		
iWD.Mailboxes.canRead	X	X			
iWD.Mailboxes.canUpdate	X				Requires iWD.Mailboxes.canRead privilege.
<b>Filters</b>					
iWD.Filters.canView	X	X	X		
iWD.Filters.canRead	X	X	X		
iWD.Filters.canUpdate	X	X			Requires iWD.Filters.canRead privilege.

- Read privilege indicates that the user can make a database query.
- View privilege indicates ability to view in the user interface.
- Role definitions:
  - **IWD User:** View-only. No access to edit functions.
  - **IWD Supervisor:** Manages a small team of agents in a business unit. Can make changes to work items.
  - **IWD Business User:** Manages all business specific configuration: Categories, Endpoints, Mailboxes, but not submitter, setup or webhooks.
  - **IWD Administrator** (not shown above): Genesys Professional Services only.