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# Intelligent Workload Distribution Administrator's Guide

Roles and privileges for Workload Manager users

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		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	

Privilege name	Roles			
<b>Configuration/Categories</b>				
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.