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Outbound (CX Contact) CX Contact Help

Role-based Access Controls

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- Administrator

Learn about Role-based Access Controls.

Related documentation:

-

CX Contact Roles

Users logging into the CX Contact UI should have a set of Configuration Server permissions and a set of CX Contact privileges. Both sets are typically assigned using Access Groups.

CX Contact defines several pre-created Access Groups, each associated with a related CX Contact Role.

The following 5 roles are assigned to one or more access groups and each role is assigned one or more privilege (see the tables below). You can also create your own Access Groups and/or your own CX Contact Roles.

Important

User logging into CX Contact UI must have at least a "read" Configuration Server permission for the user logging in.



CX Contact RBAC privileges and Config Server permissions are two unrelated entities. RBAC defines privileges (actions) that are enabled for specific CX Contact object types (for example, Read for Contact Lists or Execute for Campaign Groups. RBAC privileges do not have per- Config Object (for example, Contact Lists-1) granularity, they only define privileges per object type.



















































Roles created by the CX Contact provisioning service can be associated with Access Groups with the same names. By default, such Access Groups do not have Config Server permissions, and should be assigned to users associated with Access Groups that control Config Server object permissions.

CX Contact Role Name	Assigned to Access Group(s)
CXContact Administrators	<ul style="list-style-type: none">• CXContact Administrators

CX Contact Role Name	Assigned to Access Group(s)
	<ul style="list-style-type: none"> • Super Administrators • Administrators • Provisioning • MACD Administrators • Administrators
CXContact Analytics	<ul style="list-style-type: none"> • CXContact Analytics
CXContact Data	<ul style="list-style-type: none"> • CXContact Data
CXContact Supervisors	<ul style="list-style-type: none"> • CXContact Supervisors • Supervisors
CXContact Users	<ul style="list-style-type: none"> • CXContact Users • Read Only

Detailed Privileges per Role

-  - Allowed (option is present with value "1" in the Annex of the Role object)
-  - Denied (options is not present in the Annex of the Role object)

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.SessionProfiles.canCreate						
CXContact.SessionProfiles.canRead						
CXContact.SessionProfiles.canUpdate						
CXContact.SessionProfiles.canDelete						
CXContact.DialingProfiles.canCreate						
CXContact.DialingProfiles.canRead						
CXContact.DialingProfiles.canUpdate						
CXContact.DialingProfiles.canDelete						
CXContact.CampaignTemplates.canCreate						
CXContact.CampaignTemplates.canFind						

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.CampaignTemplates.canUpdate		✓	✓	✗	✗	✗
CXContact.CampaignTemplates.canDelete		✓	✓	✗	✗	✗
CXContact.CampaignGroups.canCreate		✓	✓	✗	✗	✗
CXContact.CampaignGroups.canRead		✓	✓	✓	✗	✗
CXContact.CampaignGroups.canUpdate		✓	✓	✗	✗	✗
CXContact.CampaignGroups.canDelete		✓	✓	✗	✗	✗
CXContact.CampaignGroups.canExecute	Start/Stop/pause	✓	✓	✗	✗	✗
CXContact.ContactLists.canCreate		✓	✓	✗	✗	✓
CXContact.ContactLists.canRead		✓	✓	✓	✗	✓
CXContact.ContactLists.canUpdate	Includes INSERT, UPDATE, DELETE to List DB Table	✓	✓	✗	✗	✓
CXContact.ContactLists.canDelete		✓	✓	✗	✗	✓
CXContact.ContactLists.Search.canExecute	Search for entries in the Contact list.	✓	✓	✗	✗	✓
CXContact.SuppressionLists.canCreate		✓	✓	✗	✗	✓
CXContact.SuppressionLists.canRead		✓	✓	✓	✗	✓
CXContact.SuppressionLists.canUpdate	Includes INSERT, UPDATE, DELETE to List DB Table	✓	✓	✗	✗	✓
CXContact.SuppressionLists.canDelete		✓	✗	✗	✗	✓
CXContact.SuppressionLists.Search.canExecute	Search for entries in Suppression list.	✓	✓	✗	✗	✓
CXContact.SelectionRules.canCreate		✓	✓	✗	✗	✓
CXContact.SelectionRules.canRead		✓	✓	✓	✗	✓
CXContact.SelectionRules.canUpdate		✓	✓	✗	✗	✓
CXContact.SelectionRules.canDelete		✓	✓	✗	✗	✓
CXContact.UploadRules.canCreate		✓	✓	✗	✗	✓

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.UploadRules.canRead		✓	✓	✓	✗	✓
CXContact.UploadRules.canUpdate		✓	✓	✗	✗	✓
CXContact.UploadRules.canDelete		✓	✓	✗	✗	✓
CXContact.FilteringRules.canCreate		✓	✓	✗	✗	✓
CXContact.FilteringRules.canRead		✓	✓	✓	✗	✓
CXContact.FilteringRules.canUpdate		✓	✓	✗	✗	✓
CXContact.FilteringRules.canDelete		✓	✓	✗	✗	✓
CXContact.AutomationJobs.canCreate		✓	✓	✗	✗	✓
CXContact.AutomationJobs.canRead		✓	✓	✓	✗	✓
CXContact.AutomationJobs.canUpdate		✓	✓	✗	✗	✓
CXContact.AutomationJobs.canDelete		✓	✗	✗	✗	✓
CXContact.AutomationJobs.canExecute	Manual execution via Run now.	✓	✓	✗	✗	✓
CXContact.SpecificationFiles.canCreate		✓	✓	✗	✗	✓
CXContact.SpecificationFiles.canRead		✓	✓	✓	✗	✓
CXContact.SpecificationFiles.canUpdate		✓	✓	✗	✗	✓
CXContact.SpecificationFiles.canDelete		✓	✗	✗	✗	✓
CXContact.DataMappings.canCreate		✓	✓	✗	✗	✓
CXContact.DataMappings.canRead		✓	✓	✓	✗	✓
CXContact.DataMappings.canUpdate		✓	✓	✗	✗	✓
CXContact.DataMappings.canDelete		✓	✗	✗	✗	✓
CXContact.Labels.canCreate		✓	✓	✗	✗	✓
CXContact.Labels.canRead		✓	✓	✓	✗	✓
CXContact.Labels.canUpdate		✓	✓	✗	✗	✓
CXContact.Labels.canDelete		✓	✗	✗	✗	✓
CXContact.Compliance.AttemptRules.canCreate		✓	✓	✗	✗	✗
CXContact.Compliance.AttemptRules.canRead		✓	✓	✓	✗	✗
CXContact.Compliance.AttemptRules.canDelete		✓	✗	✗	✗	✗
CXContact.Compliance.AttemptRules.canUpdate		✓	✓	✗	✗	✗

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.Compliance.ConsentLists	CanCreate	✓	✓	✗	✗	✗
CXContact.Compliance.ConsentLists	CanRead	✓	✓	✓	✗	✗
CXContact.Compliance.ConsentLists	CanUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.ConsentLists	CanDelete	✓	✗	✗	✗	✗
CXContact.Compliance.ConsentLists	Arch.canExecute	✓	✓	✗	✗	✓
CXContact.Compliance.CustomTZMan	CanCreate	✓	✓	✗	✗	✗
CXContact.Compliance.CustomTZMan	CanRead	✓	✓	✓	✗	✗
CXContact.Compliance.CustomTZMan	CanUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.CustomTZMan	CanDelete	✓	✗	✗	✗	✗
CXContact.Compliance.ExternalValidationRules	CanCreate	✓	✓	✗	✗	✗
CXContact.Compliance.ExternalValidationRules	CanFind	✓	✓	✓	✗	✗
CXContact.Compliance.ExternalValidationRules	CanUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.ExternalValidationRules	CanDelete	✓	✗	✗	✗	✗
CXContact.Compliance.LocationRule	CanCreate	✓	✓	✗	✗	✗
CXContact.Compliance.LocationRule	CanRead	✓	✓	✓	✗	✗
CXContact.Compliance.LocationRule	CanUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.LocationRule	CanDelete	✓	✗	✗	✗	✗
CXContact.Compliance.ContactTime	CanCreate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactTime	CanRead	✓	✓	✓	✗	✗
CXContact.Compliance.ContactTime	CanUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactTime	CanDelete	✓	✗	✗	✗	✗
CXContact.Compliance.ContactDates	CanCreate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactDates	CanRead	✓	✓	✓	✗	✗
CXContact.Compliance.ContactDates	CanUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.ContactDates	CanDelete	✓	✗	✗	✗	✗
CXContact.Compliance.CustomRules	CanCreate	✓	✓	✗	✗	✗
CXContact.Compliance.CustomRules	CanRead	✓	✓	✓	✗	✗
CXContact.Compliance.CustomRules	CanUpdate	✓	✓	✗	✗	✗
CXContact.Compliance.CustomRules	CanDelete	✓	✗	✗	✗	✗
CXContact.Analytics	canCreate	✓	✓	✗	✓	✗

Privilege	Comment	CX Contact Administrator	CX Contact Supervisors	CX Contact Users	CX Contact Analytics	CX Contact Data
CXContact.Analytics.canRead		✓	✓	✓	✓	✗
CXContact.Analytics.canUpdate		✓	✓	✗	✓	✗
CXContact.Analytics.canDelete		✓	✗	✗	✓	✗
CXContact.Settings.canCreate		✓	✓	✗	✗	✗
CXContact.Settings.canRead		✓	✓	✓	✗	✗
CXContact.Settings.canUpdate		✓	✓	✗	✗	✗
CXContact.Settings.canDelete		✓	✗	✗	✗	✗
CXContact.Schedules.canCreate		✓	✓	✗	✗	✗
CXContact.Schedules.canRead		✓	✓	✓	✗	✗
CXContact.Schedules.canUpdate		✓	✓	✗	✗	✗
CXContact.Schedules.canDelete		✓	✗	✗	✗	✗
CXContact.Schedules.canExecute	Reserved for future use.	✓	✓	✗	✗	✗
CXContact.CallerIDSets.canRead		✓	✓	✗	✗	✗
CXContact.CallerIDSets.canUpdate		✓	✓	✓	✗	✗
CXContact.CallerIDSets.canDelete		✓	✓	✗	✗	✗
CXContact.CallerIDSets.canExecute		✓	✗	✗	✗	✗