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User Data Management Administrator's Guide

Access Management

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Learn about the roles required for exporting data using UDM.

Configure Role-Based Access Control

There are two roles available in UDM: **UDM UCSX Exporter** and **iWD Administrator**. Both these roles have access to export data. If users do not have any of these two roles, the **Jobs**, **History**, and **Artifacts** tabs are disabled and hidden.

Working with UCS UCSX Exporter role

Agents with the **UDM UCSX Exporter** role can create jobs to export UCSX data: Interactions or Contacts. For these agents, the **History** page and the **Artifacts** page will display only *Interaction* or *Contact* items that have *UCSX* as the source. They can export all interactions or a specific **Entity Type**.

Working with iWD Administrator role

Agents with the **iWD Administrator** role can create jobs to export iWD data: Events. For these agents, the **History** page and the **Artifacts** page will display only *Events* items that have *iWD* as the source.

Agents with both roles can create jobs to export USCX or iWD data.