More Performance. More Profit.

Release Notes
October 2018

Main Menu Release – User Admin

Overview

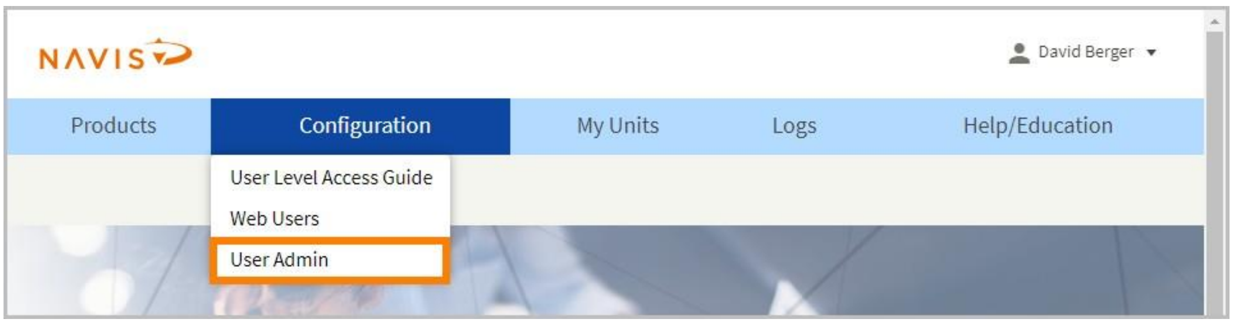
This release contains changes to Main Menu that allow clients to change their teams' access to recordings, and changes to Security Console to support this update.

User Admin

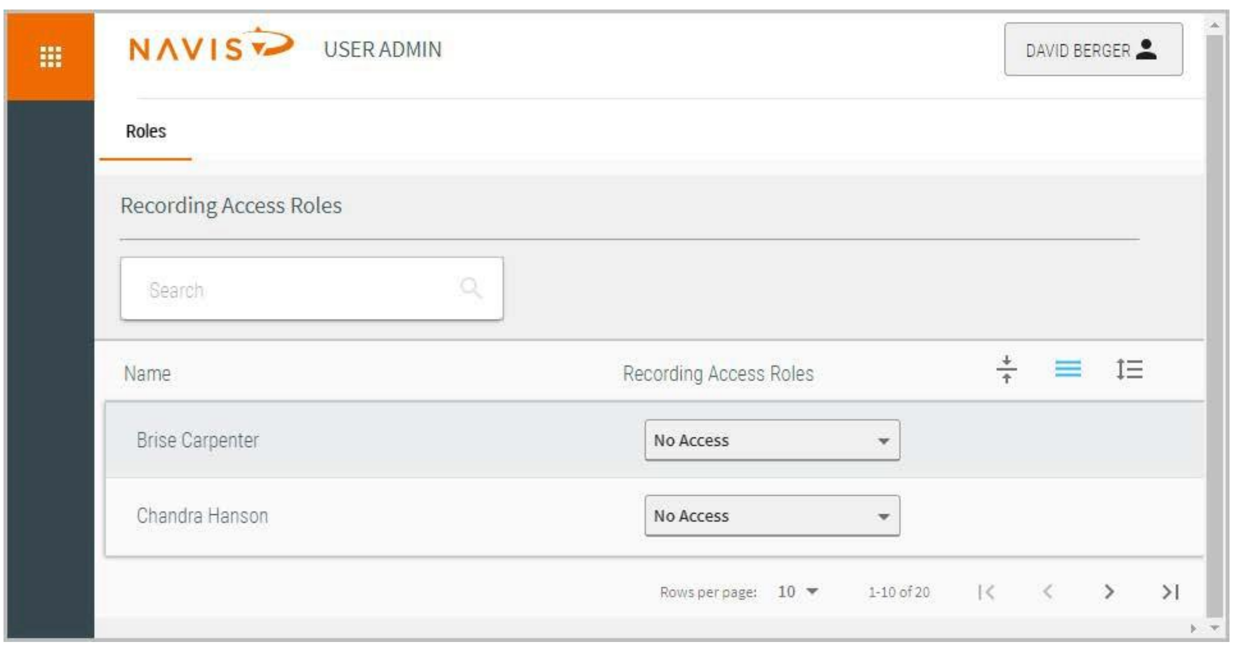
A new User Admin page has been created where users can modify access to recordings. Initially, any user who has Admin access to Web Users has been given access to this new page- but going forward, users will have to request access from Support before they are able to get to this page. They can do this by submitting a support request.

Navigating to User Admin:

1. From the Main Menu, Click Configuration.
2. Click User Admin.



Selecting this option will take the user to the User Admin page shown below:



Modifying Recording Access:

From the User Admin page, each user on the account will display, along with their Recording Access Role.

1. Ensure the user has been created first in either Web Users or Agents or they will not appear on this page.
2. Click the dropdown menu to the right of the user's name.
3. Chose the desired level of access.

There are 3 levels of access that can be assigned to a user:

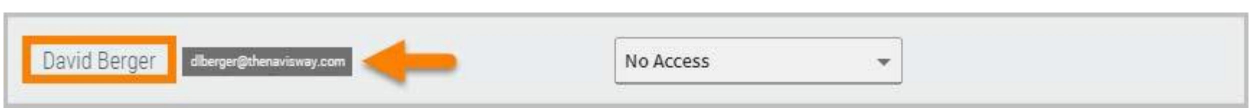
- Admin – can listen to all recordings on an account
- Listener – can only listen to recordings of their own calls
- No Access – cannot listen to any recordings

Note: When changing the roles using the drop down, changes are saved immediately.

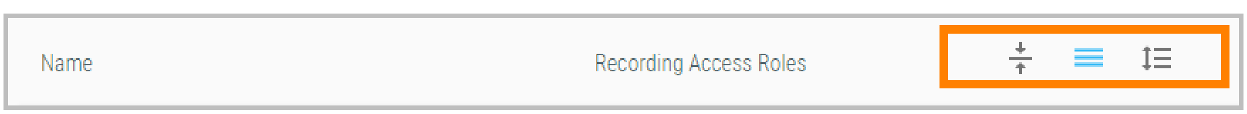
Additional Features:

Search Field: This will look for results based on both names and email addresses.

Username/Email: Hovering over a name in the Name field will display the associated email address.



Layout Buttons: These buttons can be used to shrink or expand the rows to better fit the viewing screen.



Sign Out: To Sign Out, click on the name in the top right corner of the screen then click sign out.