

Global Roles

Best practice is to set global roles, otherwise if there is a workspace role it takes higher priority meaning that if on global role you can reject calls but workspace role you cannot reject calls, the agent wont be able to reject calls as workspace role takes presedence

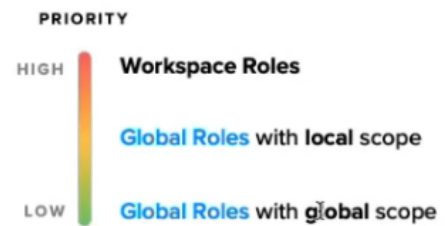
Roles and Permissions – Priorities

Different types of roles would have different **priorities** within its respective workspace

When assigned, any higher priority role given to a user, will **cancel the lower priorities** previously assigned

Example:

- A user has a global role with a global scope assigned that allows all operations
- A workspace role that only allows the user to send announcements is assigned
- Due to the higher priority of the workspace role, the user can now only send announcements and nothing more



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