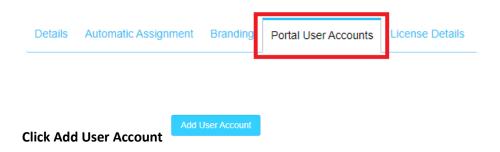
Creating Customer Level Contact Center Admins

This level of access will allow a customer admin to log into the Unity portal top manage their environment and to see the Portal Dashboard landing page with summary stats of traffic across the contact center. It will also allow them to access Conversation Logs, which are only available at the customer level and will not be visible with a system provider login

Media Streams Answered Web Chat 00:00:06 00:00:00 Callback SMS 00:00:00 E Lee Fallon Test 2.0 A Gmail Med 0/0 Live Now Conversation Outcome MASAD M BT Retail Emai Call Back Testing 0/3 CallBack 0/5 Callback 2 Android CallBack 2 Dashboard 0/14 Emails Callback 2 Support

Contact Center Dashboard

Open the Kakapo Portal - https://portal.unityclient.com/Portal.aspx and navigate to the customer using the Reseller, Group or User search on the left navigation. Contact Center admins can be created at either the Enterprise or Group level, depending on where the contact center has been created



Enable this permission

Is Contact Center Viewer



This will then remove many other the other settings leaving the below options which should all be enabled then click Add. The user will receive a confirmation email and on first access they will be asked to change the initial password that was setup

User Name	
Email Address	
Timezone	(UTC+00:00) Dublin, Edinburgh, Lisbon, London 🔻
Password	
Confirm Password	
Is Contact Center Viewer	ON
General Permissions	
Can Assign & Unassign Licenses	ON This permission is required when creating r
Can View History Log	ON
Ocontact Center Permissions	
Can Create Contact Center Objects	ON
Can Update Contact Center Objects	ON
Can Delete Contact Center Objects	ON
Cancel Add	