

Creating Customer Level Contact Center Admins

This level of access will allow a customer admin to log into the Unity portal to 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

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



Click Add User Account



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	<input type="text"/>
Email Address	<input type="text"/>
Timezone	(UTC+00:00) Dublin, Edinburgh, Lisbon, London <input type="button" value="v"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>
Is Contact Center Viewer	<input checked="" type="checkbox"/>

General Permissions

Can Assign & Unassign Licenses	<input checked="" type="checkbox"/>	This permission is required when creating n
Can View History Log	<input checked="" type="checkbox"/>	

Contact Center Permissions

Can Create Contact Center Objects	<input checked="" type="checkbox"/>
Can Update Contact Center Objects	<input checked="" type="checkbox"/>
Can Delete Contact Center Objects	<input checked="" type="checkbox"/>