

# PROFILE BUILDER



The GoContact platform provides a module that allows building customized profiles. Therefore, it ensures that the operations provide to employees all accesses and acting permissions they need, depending on the respective function and allocated projects.

This is a way to ensure the best supervision of the employees' activities, hence avoiding actions that are not allowed.

## Functionalities:

- Setting the access to the different communication channels (voice, tickets/ emails and Webchat)
- Configuring the modules to which a particular profile has access
- Configuration of the type of access (Create, Edit, Delete)
- Access restriction made at the levels of the user (owner) or the group of the user.
- GoContact permissions:
- Sending of broadcast messages
- Internal chat
- Authorization for pauses/breaks
- Forcing the logout of other users
- Permissions to access the recordings
- Permissions for calendar event management (Delete, Edit, etc.)