Simplicity Scope Capabilities

	Office Manager	Site Supervisor (for site only)	Call Center Supervisor	Call Center Agent	Basic User
Portal Levels	2	2	2	2	1
Top Level Access	X	X	X	X	X
Manage/Add Configs	X	X	X	X	X
Domain Level Access	√	√	X	X	X
Call Graph	√	√	X	X	X
Join Call, Whisper, Listen Only	√	√	Agents Only	X	X
Add & Manage Users	√	√	Agents Only	X	X
Manage Call Center	X	X	√	X	X
Add & Manage Conference Bridges	√	√	√	X	X
Add & Manage Auto Attendants	√	√	X	X	X
Add & Manage Call Queues	√	√	Manage Only	X	X
Add & Manage Time Frames	√	√	√	X	X
Add & Manage SIP Trunks	√	√	√	X	X
Add & Manage Route Profiles	X	X	X	X	X
Add & Manage Hardware	√	√	X	X	X
Add & Manage SMS #'s	Manage Only	Manage Only	X	X	X
Manage Phone #s	√	√	X	X	X
View Call HIstory	√	√	Agents Only	User Only	User Only
Add & Manage Music on Hold	√	√	View Only Agents Only	X	User Only
User Level Access	√	√	√	√	√