Action	Customer			Extra Information
	Enterprise Admin	**Group Admin**	**Service Admin**	
Dashboard				
Main Dashboard	Y	Y	Y	
Call Stats Dashboard with Revenue and Cost	N/A	N/A	N/A	
Call Stats Dashboard with Revenue Only	Y	Y	Y	
Call Quality Dashboard	N/A	N/A	N/A	
My Login Profile				
Update Information	Y	Y	Y	
Update Password	Y	Y	Y	
Products				
Export Products with Buy Price	N/A	N/A	N/A	
Export Products with Sell Price Only	N/A	N/A	N/A	
Create Products	N/A	N/A	N/A	
DID Number Inventory				
Export	N/A	N/A	N/A	
Update Info	N/A	N/A	N/A	
Assign to Sub-resellers	N/A	N/A	N/A	This only applies to partners who are approved to create sub-resellers
Un-assign	N/A	N/A	N/A	
Allocate to Enterprise/Group	N/A	N/A	N/A	
Reallocate to different group	Y	Y	N/A	
Release from Quarantine	N/A	N/A	N/A	Due to ACMA regulations, this action can only be done by a super-admin.
De-allocate	N/A	N/A	N/A	
Device Inventory				
Export	N/A	N/A	N/A	
Update Info	N/A	N/A	N/A	

Assign to Sub-resellers	N/A	N/A	N/A	This only applies to partners who are approved to create sub-resellers
Allocate to Enterprise/Group	N/A	N/A	N/A	
De-allocate	N/A	N/A	N/A	
Link Service/s	N/A	N/A	N/A	
Unlink	N/A	N/A	N/A	

Resellers				
Create Sub-reseller	N/A	N/A	N/A	This only applies to partners who are approved to create sub-resellers
Update Sub-reseller	N/A	N/A	N/A	
Create Reseller Login	N/A	N/A	N/A	
Update Reseller Login	N/A	N/A	N/A	
Create Device Order (Reseller Stock Order)	N/A	N/A	N/A	
Export Serials from Device Order	N/A	N/A	N/A	
View Invoices Issued to Reseller	N/A	N/A	N/A	
View Invoices Issued to Sub-Reseller	N/A	N/A	N/A	This only applies to partners who are enabled for retail billing
Add Payment to Sub-reseller	N/A	N/A	N/A	This only applies to partners who are enabled for retail billing

Enterprise				
Create Enterprise	N/A	N/A	N/A	
Update Enterprise	N/A	N/A	N/A	
Terminate Enteprise	N/A	N/A	N/A	
Create Device Order (Customer Order)	N/A	N/A	N/A	
Export Serials from Device Order	N/A	N/A	N/A	
View Charges	N/A	N/A	N/A	
Create Charges	N/A	N/A	N/A	
Update Charges	N/A	N/A	N/A	
Delete Charge	N/A	N/A	N/A	
Create DID Number Order	N/A	N/A	N/A	
View Usage	Y	N	N	
View Invoices	Y	N	N	This only applies to partners who are enabled for retail billing

Add Adjustment Note (Credit Note)	N/A	N/A	N/A	This only applies to partners who are enabled for retail billing
View Adjustment Note (Credit Note)	Y	N	N	This only applies to partners who are enabled for retail billing
Export Invoice Information	Y	N	N	This only applies to partners who are enabled for retail billing
Manage Charge Items	N/A	N/A	N/A	
Add Payment	N/A	N/A	N/A	This only applies to partners who are enabled for retail billing
View Call Quality	N/A	N/A	N/A	
View Device Inventory	Y	Y	N	
View Login Users	Y	N	N	
Create Login Users	Y	N	N	
Update Login Users	Y	N	N	
Disable Login Users	Y	N	N	

Group				
Create Group	N	N	N	
Update Group	N	N	N	
Terminate Group	N	N	N	
Suspend Group	N	N	N	
View Music On-hold Settings	Y	Y	N	
Update Music On-hold Settings	Y	Y	N	
View Voice Portal Settings	Y	Y	N	
Update Voice Portal Settings	Y	Y	N	
View Collaboration Bridge Settings	Y	Y	N	
Update Collaboration Bridge Settings	Y	Y	N	
View Calling Line ID Settings	Y	Y	N	
Update Calling Line ID Settings	Y	Y	N	
View Dial Plan Settings	Y	Y	N	
Update Dial Plan Settings	N	N	N	
View Outgoing Calling Profile	Y	Y	N	
Update Outgoing Calling Profile	Y	Y	N	
View Common Phone List	Y	Y	N	
Update Common Phone List	Y	Y	N	
Rebuild Devices	N	N	N	
Switch Devices to TCP/UDP	N	N	N	

Create Endpoint with DID	Y	Y	N	Enterprise/Group Admins can only activate services if the customer activation permission is enabled for the partner
Create Endpoint with No DID (Extension Only)	Y	Y	N	Enterprise/Group Admins can only activate services if the customer activation permission is enabled for the partner
Create Huntgroup	Y	Y	N	Enterprise/Group Admins can only activate services if the customer activation permission is enabled for the partner
Create IVR	Y	Y	N	Enterprise/Group Admins can only activate services if the customer activation permission is enabled for the partner
Create Call Centre Queue	Y	Y	N	Enterprise/Group Admins can only activate services if the customer activation permission is enabled for the partner
Create Inbound 1300/1800 Service	Y	Y	N	Enterprise/Group Admins can only activate services if the customer activation permission is enabled for the partner
Create SIP Trunk	Y	Y	N	Enterprise/Group Admins can only activate services if the customer activation permission is enabled for the partner
Export All Services Within Group	Y	Y	N	
Bulk Update Service Features	Y	Y	N	
View Schedules	Y	Y	N	
Manage Schedules	Y	Y	N	
View Call Quality	N	N	N	
View Usage	Y	Y	N	

View Call Recordings	Y	Y	N	This option would only show the recordings but does not allow you to listen to the recordings
Listen to Call Recordings	Y	Y	N	

Service

View Service	Y	Y	Y	
Update Service	Y	Y	Y	The extension number is not allowed to be updated by a Service Admin
Terminate Service	N	N	N	
Suspend Service	N	N	N	

Incoming Call Features

View Feature Settings	Y	Y	Y	
Update Calling Delivery Settings	Y	Y	Y	
Update Call Forwarding Settings	Y	Y	Y	
Update Do Not Disturb Settings	Y	Y	Y	
Update Selective Call Acceptance Settings	Y	Y	Y	
Update Selective Call Rejection Settings	Y	Y	Y	
Update Selective Call Forwarding Settings	Y	Y	Y	
Update Pre-Alerting Announcement Settings	Y	Y	Y	

Outgoing Call Features

View Feature Settings	Y	Y	Y	
Update Calling Line ID Settings	Y	Y	N	
Manage Speed Dial 8 List	Y	Y	Y	
Manage Speed Dial 100 List	Y	Y	Y	
Update Outgoing Calling Profile	Y	Y	N	

Call Control Features

View Feature Settings	Y	Y	Y	
Update Call Waiting Settings	Y	Y	Y	
Update Music On-hold Settings	Y	Y	Y	
Update Call Centre Agent Settings	Y	Y	Y	

Messaging

View Feature Settings	Y	Y	Y	
Update Voicemail Settings	Y	Y	Y	

Client Applications

View Feature Settings	Y	Y	Y	
Update Busy Lamp Field Settings (BLF)	Y	Y	Y	
Update My Room Settings	Y	Y	Y	
Update Call Recording Settings	Y	Y	N	
Update Broadworks Anywhere Settings	Y	Y	Y	

Admin				
Add Devices	Y	Y	N	
Switch Devices to On-Net/Off-Net	Y	Y	N	
Switch Devices to TCP/UDP	Y	Y	N	
Switch Device to Primary	Y	Y	N	
Rebuild Devices	Y	Y	N	
Factory Reset Devices	Y	Y	N	
Set Softphone Desktop as Primary	Y	Y	N	
View DMS URL/Auth Information	N	N	N	
Change DID Number/Extension Number	Y	Y	N	
Switch From DID Number to Exention Only Service (Vice Versa)	Y	Y	N	
Change User ID (Service Ref ID)	Y	Y	N	Enterprise/Group Admins can only change user ID, if the customer activation permission is enabled for the partner
Update Service Pack/Add-Ons	Y	Y	N	Enterprise/Group Admins can only update service pack/add-ons, if the customer activation permission is enabled for the partner
Manage Alternate Numbers	Y	Y	N	
Manage Fax Messaging Settings	Y	Y	N	
View Charges	N/A	N/A	N/A	
Create Charges	N/A	N/A	N/A	
Update Charges	N/A	N/A	N/A	
Delete Charge	N/A	N/A	N/A	
View Schedules	Y	Y	Y	
Manage Schedules	Y	Y	Y	
View Usage	Y	Y	Y	
View Call Quality	N	N	N	
View Call Recordings	Y	Y	Y	This option would only show the recordings but does not allow you to listen to the recordings
Listen to Call Recordings	Y	Y	Y	

New IVR Sub-Menu	Y	Y	N	This is only available for IVR service types
Manage IVR Sub-Menus	Y	Y	N	This is only available for IVR service types

Call Centre				
Update Call Centre Queue Announcements	Y	Y	N	This is only available for Call Centre Queue service types
Update Agents Assigned to Call Centre Queue	Y	Y	N	This is only available for Call Centre Queue service types
Update Call Centre Queue Overflow Settings	Y	Y	N	This is only available for Call Centre Queue service types
Update Call Centre Queue Bounce Settings	Y	Y	N	This is only available for Call Centre Queue service types
Update Call Centre Queue Night Service Settings	Y	Y	N	This is only available for Call Centre Queue service types
Update Call Centre Queue Holiday Service Settings	Y	Y	N	This is only available for Call Centre Queue service types
Update Call Centre Distinctive Ring Settings	Y	Y	N	This is only available for Call Centre Queue service types
Create Call Centre Queue DNIS	Y	Y	N	This is only available for Call Centre Queue service types
Manage Call Centre Queue DNIS	Y	Y	N	This is only available for Call Centre Queue service types
View Call Centre Queue Basic Stats	Y	Y	N	This is only available for Call Centre Queue service types
Manage Call Centre Queue Supervisors	Y	Y	N	This is only available for Call Centre Queue service types

SIP Trunk				
Add Pilot Service	Y	Y	N	
Update SIP Trunk DID Numbers	Y	Y	N	
Set Primary Trunk DID Number	Y	Y	N	