



DATASHEET

# Profile Builder

 **contact**  
a broadvoice Company

# 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.)



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[www.gocontact.com](http://www.gocontact.com)