

BROADWORKS CALL LOGGER PERMISSIONS

Below are the BroadWorks admin permissions required for the Unity [abandoned] call logger platform.

Group Profile Access:

- Full Access to modify group's profile
- Read-Only Access to group's profile
- No Access to group's profile

This is only used to get the group name during setup.

User Access:

- Full Access to users
- Restricted from adding or removing users; full access to user profile
- Restricted from adding or removing users; read-only access to user profile
- Restricted from adding or removing users; no Access to user profile
- No Access to users

This is used to load a list of users to include when logging, or when events are received for a previously unknown user. We only need the name, location and department.

Administrator Access:

- Full Access to add/modify/delete Group and Department Administrators
- Read-Only Access to Group and Department Administrators
- No Access to Group and Department Administrators

This is not used by the call logger.

Department Access:

- Full Access to add/modify/delete departments
- Read-Only Access to department list
- No Access to department list

This is used to get any parent departments (if nested departments are used) as the user profile only includes the bottom-level department name.

Device Access:

- Full Access to devices
- Read-Only Access to devices; may associate users to existing devices
- Read-Only Access to devices and user associations

This is not used by the call logger, but “None” is not an option

Enhanced Services Instance Access:

- Full Access to add enhanced services
- Restricted from adding or removing enhanced services instances; may only modify existing ones

This is not used by the call logger, but “None” is not an option.

Feature Access Code Access:

- Full Access to feature access codes
- Read-Only Access to feature access codes

This is used to lookup the FAC description when an event is received, for example when using account codes etc.

Phone Number/Extension Access:

- Full Access to phone numbers/extensions
- Read-Only Access to phone numbers/extensions

This is not used by the call logger, but “None” is not an option.

Calling Line Id Number Access:

- Full access to calling line id number
- Read-only access to calling line id number

We don't need to access the CLID number, as this is included in the CTI event for calls.

Below are the remaining settings required.

Service Access:

- Full Access to assigning resources to the group or users
- Read-Only Access to service assignments

Trunk Group Access:

- Full Access to add/modify/delete trunk groups
- Restricted from adding or removing trunk groups; full access to trunk group resources
- Restricted from adding or removing trunk groups; read-only access to trunk group resources
- No Access to trunk groups

Session Admission Control Access:

- Full access to group session admission control
- Read-only access to group session admission control
- No access to group session admission control

Office Zone Access:

- Full access to user office zone control
- Read-only access to user office zone control

Number Activation Access:

- Full access to number activation
- Read-only access to number activation
- No access to number activation

Dialable Caller ID Access:

- Full access to Dialable Caller ID criteria
- Read-only access to Dialable Caller ID criteria
- No access to Dialable Caller ID criteria

Verify Translation and Routing Access:

- Full access to Verify Translation and Routing
- No access to Verify Translation and Routing