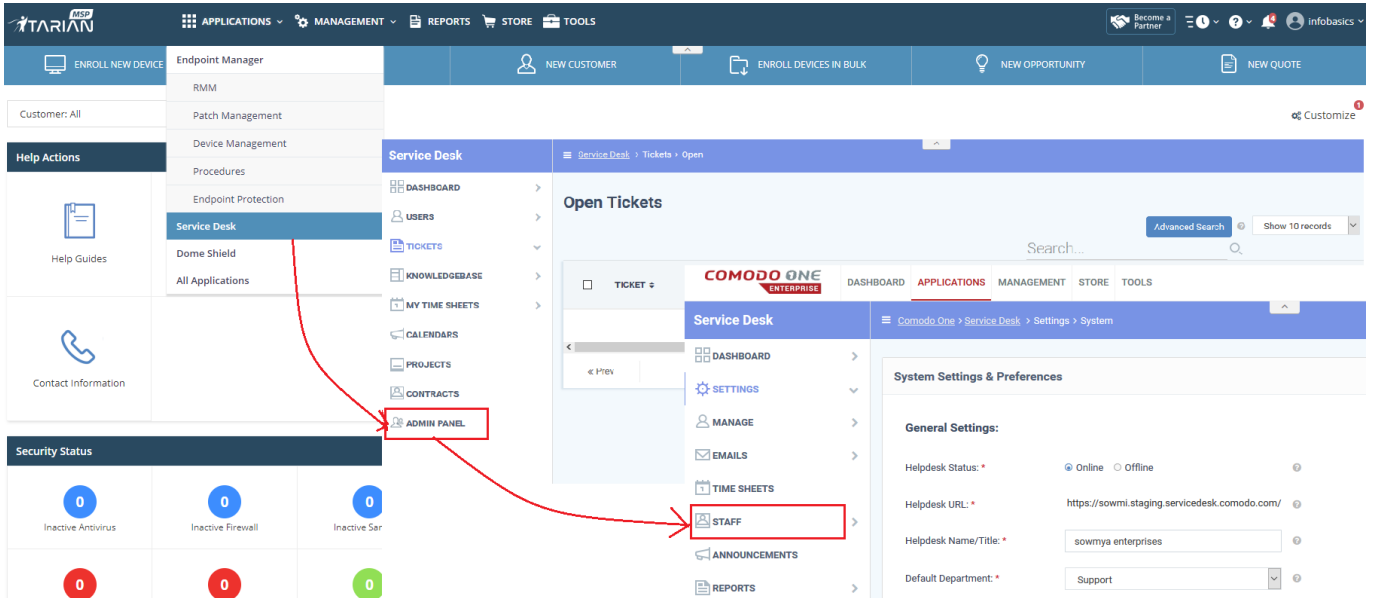


The addition of a new feature to **Service Desk** helps us to enable or disable any left menu item to all the role instantly from Admin Panel. By this new feature, we can manage different roles with enabling them to reach different screens.

Step[1]: Go to Application → Service desk → Admin Panel → Staff.



Step[2]: Under "Staff" ,click the 'Role' option.

- Staff → Role, It will display the list of roles, on that select the role which you need to enable or disable.
- After selection, it will direct to a **"User Role"** page where you can manage the role as per your demand.
- Within that page, you can switch between **Staff panel and Admin panel**.
- Under that we can **select/deselect** the options and click **"save changes"**, it will restrict the access for that deselected feature. (Ex: disabling the staff option from admin panel)

Service Desk > Staff > Roles

User Roles

ROLE NAME	STATUS	MEMBERS	DEPARTMENTS	CREATED ON	LAST UPDATED
Account Admin	Active	1	3	10/20/2017 4:19 pm	10/20/2017 4:19 pm
Admin	Active	0	3	10/20/2017 4:19 pm	10/20/2017 4:19 pm
Technician	Active	0	3	10/20/2017 4:19 pm	10/20/2017 4:19 pm

User Role: Technician

Role Information: Disabled role will limit staff members access. Admins are exempted.

Name: Technician

Status: Active Disabled

Group Permissions: Applies to all group members

Admin Panel Staff Panel

- Dashboard**
 - Dashboard
 - Notifications
- Settings**
 - Company
 - System
 - Tickets
 - Emails
 - Access Control Settings
 - Knowledgebase
 - Autoresponder
 - Alerts & Notices
- Manage**
 - Help Topics
 - Ticket Filters
 - SLA Plans
 - API Keys
 - Pages
 - Forms
 - Lists
 - Assets
- Staff**
 - Staff Members
 - Roles
 - Departments
 - Timesheet Templates
 - Material Approval
- Emails**
 - Emails
 - Banlist
 - Templates
 - Diagnostic
- Time Sheets**
- Announcements**
- Reports**
 - Time Log
 - Cost
 - Tickets
 - Assets
 - Departments
 - Agents
 - Users
 - Resource Appointment

Can Edit Tickets Ability to edit tickets.

Can Post Reply Ability to post a ticket reply.

Can Close Tickets Ability to close tickets. Staff can still post a response.

Can Assign Tickets Ability to assign tickets to staff members.

Can Delete Tickets Ability to delete tickets (Deleted tickets can't be recovered!)

Can Ban Emails Ability to add/remove emails from banlist via ticket interface.

Can Change Outgoing Emails Ability to change default outgoing email address during ticket reply.

Can Manage Premade Ability to add/update/disable/delete canned responses and attachments.

Can Manage FAQ Ability to add/update/disable/delete knowledgebase categories and FAQs.

Can View Staff Stats Ability to view stats of other staff members in allowed departments.

Department Access: Select All Select None

- Maintenance
- Sales
- Support

Admin Notes: Internal notes viewable by all admins.

Lowly staff members

Step[3]: After the changes made, it will display **"Role updated successfully"** and changes reflect in the service desk as below.

You can find the staff option which is deselected/disabled has been disabled.

