

Add Users to Groups in Cora OpsManager


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In Cora OpsManager, all the users are aligned to different groups, and are also assigned roles while getting added to a group. Assigning roles actually grants permissions to users.

To add users to a group:

1. On Flowtime, go to **Ops Manager > Ops Manager Admin > Manage User Groups**.
2. Select in the tree, the group you want to add a user to.
3. Click **Add Users**.
4. Select the role for the user. The available roles are:
 - Manager: is not used.
 - Employee: is not used.
 - HotOperations Manager: is able to see sub teams.
 - Team Leader: is able to allocate cases between the team members.
 - Associate: is a regular processor or agent (team member).
 - QA Auditor: gets cases in QA phase.
 - SME: is able to resolve queries sent to SME.
5. From the Employees list, select the user you want to add, and click >>. You may select multiple users simultaneously by using ctrl and click.
6. Click **Apply Permissions**.

To edit user permissions, click **edit** for the user, and choose the permissions. Click **Apply Permissions** to save the permission changes.

To delete user, click delete icon  displayed against each user in the list.