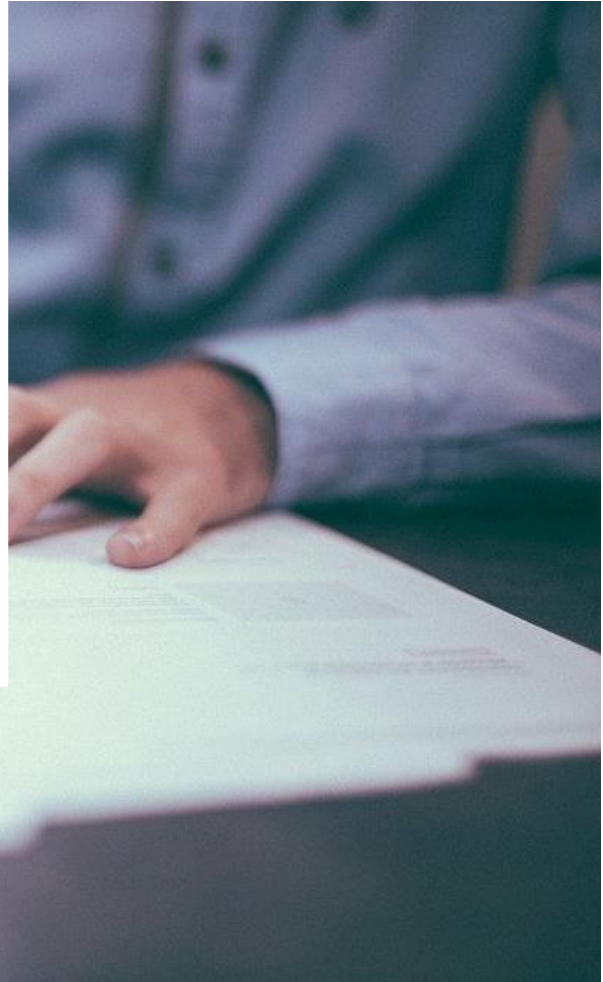


# Help Center

Enterprise Service Management

## Assigning Roles and Queues

Find More- [rezolve.ai/help-center](https://rezolve.ai/help-center)



## USER MANAGEMENT

### EDIT A USER ACCOUNT

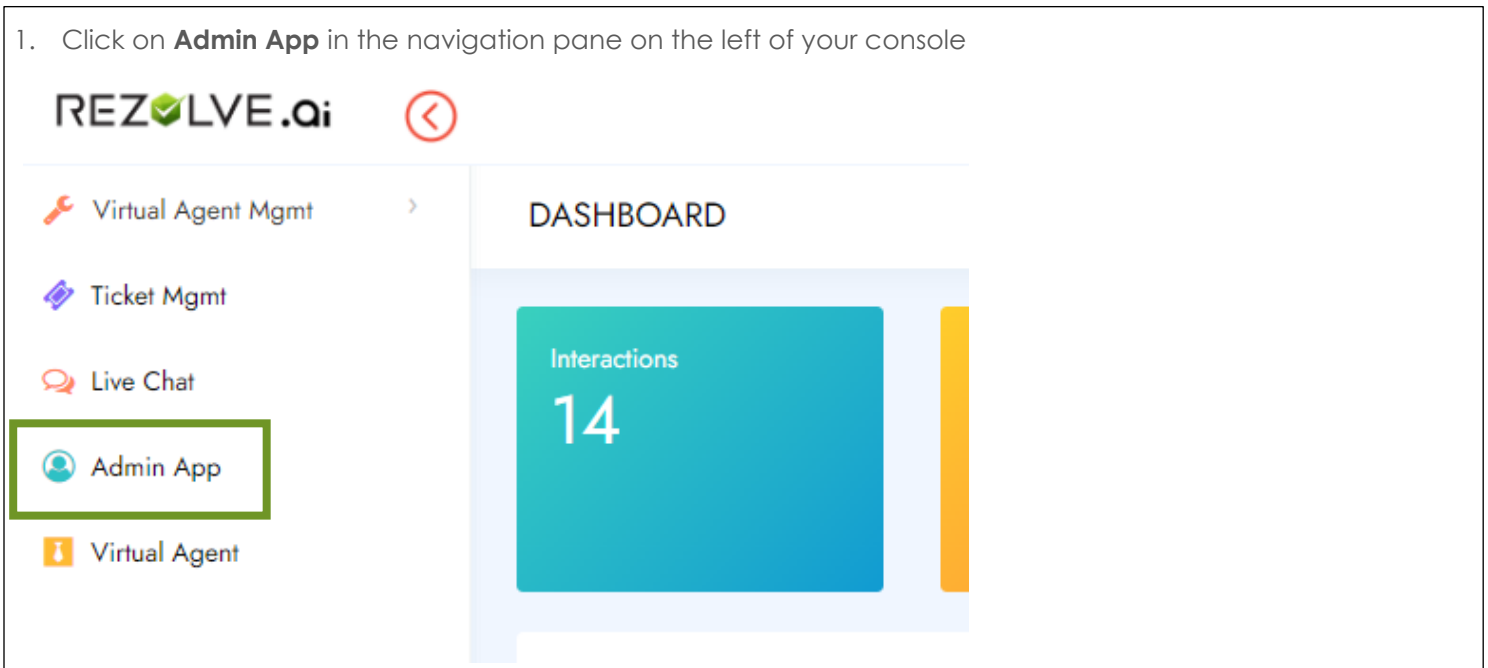
To allow the bot to perform automations for your end-user, we need to enable certain Graph API(s). We will guide you through how to do this in Azure AD separately.

### ACCESS LEVEL NEEDED

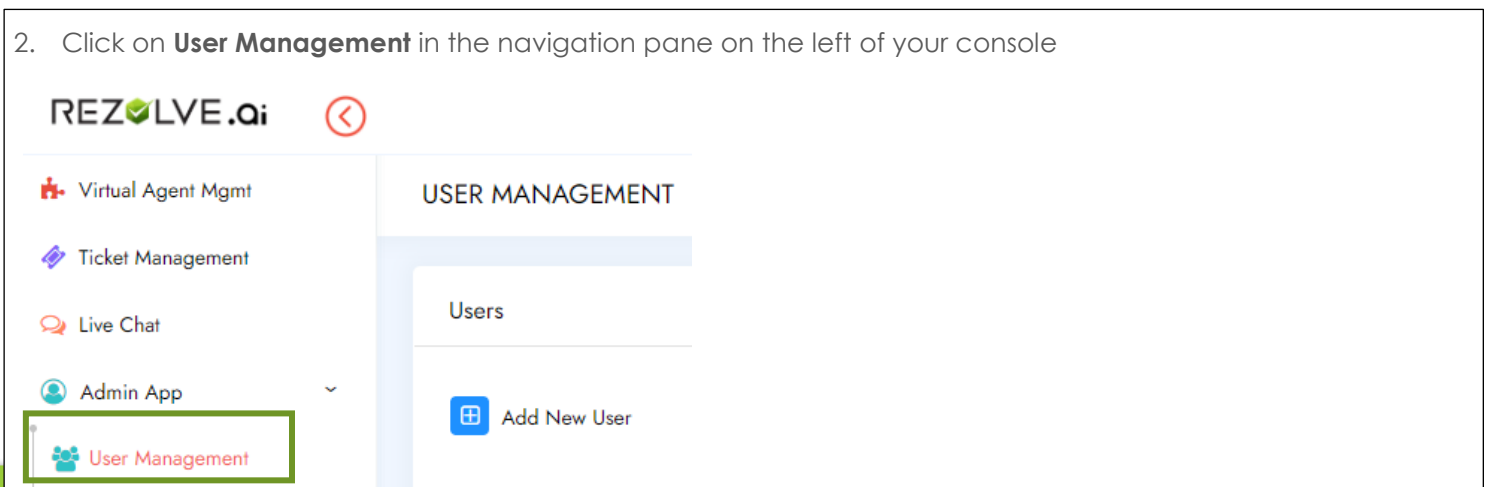
- *User Admin*

### INSTRUCTIONS

1. Click on **Admin App** in the navigation pane on the left of your console



2. Click on **User Management** in the navigation pane on the left of your console



3. Click on the username on the same line as the user you would like to edit

Users Enter the User Name to search  [Q](#) [↻](#)

[Add New User](#)

[Hide Fields](#) [Filter](#) Record Count **40** [Import](#)

User Name	First Name	Last Name	Email	Roles	Attributes	Status
<a href="#">adminuser</a>	N/A	Wilson	david@davidwilsondemo.onmicrosoft.com	N/A		Active
<a href="#">botuser@yopmail.com</a>	Bot	User	botuser@yopmail.com	<a href="#">Bot Admin</a>	Location: USA Department: --	Active

4. A new page will open and you can edit
- First Name
  - Last Name
  - Roles
  - Attributes

**Important Note:** Please only change **Roles and Attributes** if you have enabled Single Sign On. All other information is provided by the account info associated with your Active Directory.

**NOTE:** When adding and removing a Role, click outside of the Roles box for it to minimize.

5. When changes are complete, click **Update** to Save

USER MANAGEMENT [Back to List](#)

**Update User**

User Name: adminuser

Email:

First Name:

Last Name:

Roles:  [+ Manage Roles](#)

Status:

User Attributes:

[Update](#)

## TICKET MANAGEMENT

### ASSIGNING A TICKET AGENT SUPERVISOR

#### ACCESS LEVEL NEEDED

- *Ticket Admin*

#### PRE-REQUISITE

- *User Has Already Access Virtual Agent Once And Is Available In User Management As A User With Role "Ticket Agent Supervisor"*

#### INSTRUCTIONS

1. Click on **Ticket Management**
2. Select **Queue**
3. Click on the relevant Queue Name

Queue Name	Description	location	Condition Name	Condition Syntax	Rank	Supervisor	Bpm Queue Ref
<a href="#">Default</a>	Route IT	N/A	IT_Helpdesk	N/A	100	<a href="#">kcarter.cameron@rezolve.ai</a> <a href="#">krishankamal@rezolve.ai</a> <a href="#">adminuser</a>	ticket_agent:default
<a href="#">HR</a>	HR Related Tickets	N/A	HR Related Tickets	domain==='HR'	1	<a href="#">krishankamal@rezolve.ai</a>	ticket_agent:default
<a href="#">IT/TS</a>	IT/TS	N/A	IT/TS	N/A	10000	<a href="#">krishankamal@rezolve.ai</a>	ticket_agent:default

4. Go to *Supervisor* select the approver from the dropdown list and click **Update** when done.

**Queue Details**

Queue Name: Default

Description \*

Condition Name \*

Condition Syntax

Rank \*

Supervisor \*

## ADD A NEW AGENT/SUPPORT STAFF TO TICKETING MODULE

### ACCESS LEVEL NEEDED

- *Ticket Admin*

### PRE-REQUISITE

- *The user has already accessed the virtual agent once and is available in User Management as a User with the role "Ticket agent".*

### INSTRUCTIONS

1. Elevate user access to be a ticketing agent by adding role **Ticket agent** from **User Management**.
2. Once complete you can follow the steps outlined in [Add an agent/support staff to a new or existing ticketing queue](#)

NOTE: To see the changes in access a user must logout and log back in.

## ADD AN AGENT/SUPPORT STAFF TO A NEW OR EXISTING TICKETING QUEUE

### ACCESS LEVEL NEEDED

- *Ticketing Admin*

### PRE-REQUISITE

- *User Queues are already created. If not, please follow the steps to [Create a User queue](#).*
- *The user that needs to be added is already a part of ticketing and has accessed the ticketing module at least once and has a role assigned "Ticket agent"*

### INSTRUCTIONS

1. Click on Queue Name that you want to modify.
2. Under **Username**, start typing in the username that you want to add. The user will come as a suggestion. Select the user.

**NOTE:** *If you don't see the user come under the suggestion, then the user is not available in ticketing or has not accessed ticketing at least once, go to [Add a new agent/support staff to ticketing module](#).*

3. Select **Status** as Published from Dropdown.
4. Click on **Update**.

## LIVE CHAT

### ADD/REMOVE USERS FROM QUEUES

1. For the user to act on Chats, we need to elevate their role and add "Chat Agent" from User Management. Once done, move to the next step.
2. Navigate to **Live chat -> Live chat settings -> Associate Agent(s)** .
3. Select the queue you want to add/remove members to by clicking on Edit (Pencil) sign under actions.

Assign Agent(s) To Queue

Sr. No.	Queue Label	Users	Action
1	Facilities	actionablesience@bunim-murray.com	
2	IT	cdavis@bunim-murray.com, gcortina@bunim-murray.com	
3	Payroll	N/A	
4	HR	lcaraballo@bunim-murray.com	

4. Once you click on Edit (Pencil icon), a new screen will open:

Available Agent(s)

- actionablesience@bunim-murray.com
- adminuser
- asctest
- cdavis@bunim-murray.com

Add Selected >

< Remove Selected

Assigned Agent(s)

Close Update

## ADD USERS TO A QUEUE

1. On the left-hand side, you will see all users who have a chat agent role and can be added in the queue.
2. Select the agent name on the left pane and click on **Add Selected**. The user will now move to the Assigned Agent(s).
3. Click on **Update** and you will be back on the *Associate Agent(s)* screen with the new user added for the queue and available under *Users*.

### Assign Agent(s) To Queue

Sr. No.	Queue Label	Users	Action
1	Facilities	actionablesience@bunim-murray.com	
2	IT	cdavis@bunim-murray.com, gcortina@bunim-murray.com	
3	Payroll	actionablesience@bunim-murray.com	
4	HR	lcaraballo@bunim-murray.com	

## REMOVE USERS FROM A QUEUE

1. On the right-hand side, you will see all users who have a chat agent role and are part of the queue.
2. Select the agent's name on the right pane and click on **Remove Selected**. The user will now move to the Available Agent(s).
3. Click on **Update** and you will be back on the *Associate Agent(s)* screen with the user removed from the queue and available under *Users*.