

# AAL ACCESS BY ACCOUNT TYPE

## Access and Abilities

### Regular

### Site Coordinator

### System Admin

Edit Personal Account Settings



View Chat, Email and SMS Statistics



View Chat Transcripts



Mark and Delete Spam Tickets



Edit Email Addresses on Ticket Errors



Add and Edit Widgets Created by You



Add/Edit Personal Canned Messages and Ticket Macros



Add/Edit Department-Wide System Canned Messages & Ticket Macros



Edit Queue Options



View Who's Currently Online and Monitoring Your Chat Department



Log Someone Else Out of Chat by Terminating a Chat Session



Add or Remove Users



Add and Edit System-Wide Canned Messages



Edit Chat Transcripts to Redact Sensitive Information



Export Chat Coverage Details



Add and Edit Widgets Created by Anyone

