WaitWell Software Roles and Parameters

The following roles are available to assign to your staff accounts on WaitWell software. They can be modified by the WaitWell support team if necessary.

Agent Role:

- Can only sees the Queue and Preferences pages
- One the queue page, they can perform the following functions:
    - Manually add a customer to queue
    - Assign themselves a customer
    - Complete a ticket
    - View their own recent tickets
    - Assign themselves a desk (if the desk assignment feature is enabled)
    - Remove a customer from the queue
    - Placed a customer on hold
    - Increase/decrease the priority of a ticket
    - Add a note to the ticket that will be displayed on the main Queue page
    - Send/receive a 1:1 SMS message to/from a customer
    - View a customer's waiver
    - Edit customer details (like adding a phone number)
    - Assign a customer's ticket to a new service type
- The agent role can be restricted to one location or added to multiple locations
- The agent role can be limited to one queue or assigned to multiple queues

Manager Role:

- All that Agent can do plus:
- View the Tickets page and see all closed tickets in that log
- Create/Edit staff accounts for the locations that they are assigned to manage
- View the Dashboard page
- View and run Reports
- View the Settings page, but can not make edits to the settings or configurations
- Access manager specific features, such as:
    - Send alerts/broadcast SMS messages to everyone in line
    - Assign customers to specific desks/staff. This is only available if the Desk Assignment feature is enabled in Dispatch mode

Admin Role:

- All that Manager can do plus:
- Edit all settings and configurations
- Toggle between all locations to which they're given access

Organization Admin Role:
- All that Admin can do plus:
- Provides Admin access to all databases within an Organization