

Features/Roles	Observer Agent	Lite Agent	Basic Agent	Lead Agent	Admin
Account Settings					
View					
Update					
Billing					
View					
Update					
Customers					
View					
Create/Update					
Delete					
Events					
View					
Integrations					
View					
Perform Action					
Create/Update					
Delete					
Macros					
View					
Create/Update					
Delete					
Tickets & Messages					
View					
Update					
Internal Notes					
Reply					
Delete					
Rules					
View					
Create/Update					
Delete					
CSAT					
View					
Create/ Update					
Statistics					
View					
Download					
Tags					
View					
Create/Update					
Delete					
Users					
View					
Create/Update					
Delete					
Views					
View					
Create/Update					
Delete					
Widgets					
View					
Create/Update					
Delete					