

Crisis Call Center Data Platform

High-level User Role Permissions

Permission	Call Center Lead	Call Center Agent	Regional Lead	Regional Crisis Agent (REACH)	ES Lead	ES Agent	Provider Account Admin	Provider Agent	Provider Billing	Mobile Dispatcher	Mobile Team Member	Care Navigator	Facility Admin	Facility Account Admin	Facility User
Can add, update, or remove system users with specific roles for my provider. <u>Roles</u> = Provider Agent; Provider Billing; Care Navigator; Facility Agent	YES	no	YES	no	no	no	YES	no	no	no	no	no	no	YES	no
Can add a service request record to the system.	YES	YES	YES	YES	YES	YES	YES	YES	no	no	no	no	no	no	no
Can access ALL cases for my provider.	YES	no	YES	YES	YES	no	YES	no	YES	no	no	no	no	no	no
Can request a mobile dispatch for a case.	YES	YES	no	YES	no	no	no	no	no	no	no	no	no	no	no
Can dispatch my provider's mobile team members.	no	no	no	YES	no	no	no	no	no	YES	no	no	no	no	no
Can be assigned and respond to a mobile dispatch request from my dispatch Hub.	no	no	no	YES	no	no	no	no	no	no	YES	no	no	no	no
Can dispatch myself to a case.	no	no	no	YES	no	no	no	no	no	no	no	no	no	no	no
Can conduct a follow-up on a case.	no	no	no	no	no	no	no	no	no	no	no	YES	no	no	no
Can change the priority order of someone listed on the facility bed wait list.	no	no	no	no	no	no	no	no	no	no	no	no	YES	no	no
Can accept a referral for a facility bed.	no	no	no	no	no	no	no	no	no	no	no	no	YES	YES	YES
Can submit a referral for a facility bed	no	no	no	no	YES	YES	no	no	no	no	no	no	YES	YES	YES