User Management

Overview

User management in Alchemer Voice lets an administrator add teammates to your account, assign each person one or more roles, and control what they can see and do. This article covers how to add users, what each role can do, and a few best practices for keeping your account organized and secure.

Add and manage users

Add people to your Alchemer Voice account one at a time from the Admin section.

Invite a new user

1. In the left navigation, select **Admin**, then the **Team** tab.
2. Select **Invite team member**.
3. Enter the person's name and email address.
4. Check the **User roles** you want to grant. Viewer is checked by default; add Creator and/or Admin as needed.
5. Select **Invite**.

User roles

Each user can be assigned one or more roles that determine what they can do in Alchemer Voice. Viewer is checked by default when you add someone; add Creator and/or Admin as needed, and combine roles for users who need more than one level of access.

- **Admin.** Can manage team members, set permissions, and connect integrations. Keep the number of admins limited, because this role is intended for superusers and broad access increases the chance of accidental changes.
- **Creator.** Can manage conversations, labels, topics, workflows, and insights.
- **Viewer.** Can read conversations, labels, topics, and insights. This is the default role assigned to every new user.

Permissions at a glance

The table below summarizes what each role allows. Roles are not exclusive: a user can hold more than one at a time.

Role	Can do

Role	Can do
Admin	Manage team members, set permissions, and connect integrations
Creator	Manage conversations, labels, topics, workflows, and insights
Viewer (default)	Read conversations, labels, topics, and insights

Best practices

- Assign the Creator and Admin roles only when a user actually needs that level of access. Too many admins increases the risk of accidental changes.
- Tag your Solutions Consultants specifically using Labels. These users provide valuable feedback for product and commercial analysis.
- Change a user's roles at any time by selecting **Edit user** for them in Admin > Team as responsibilities shift.

Tips

- Use clear display names so roles are easy to identify, especially for team-based reporting.
- Review your user list regularly and remove users who no longer need access.

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