

Salesforce Maps Permissions

Question: Can we please assign my rep Maps permissions?

Answer: The system automatically assigns Maps permissions within 1 hour of your rep having become compliant. Here's how to check if your reps are missing any requirements.

1. Click on the “agents” tab in Workforce Management
2. Scroll down to view “Compliant campaigns” and “in progress campaigns”
3. Click on the rep’s name to view their pending requirements

Please Select ICL

Agents Background Check

Add New Agent

Active Agents In-Active Agents

Name	Role	Start Date ↓	✓ Compliant Campaigns	✗ In Progress Campaigns
[Red Arrow]	Sales Rep	Jul 29, 2024		Quantum Fiber, AT&T Res
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