

Salesforce is a customer relationship management cloud-based tool and can consider discussing the access control version for both project manager and team members

Project manager privileges:

As a project manager, he will have access to the tickets and accounts to control over what type of tickets/queries his team should see (Ex: customer tickets, internal stakeholder teams queries, etc.)

He can give access to the specific tickets to pick and assign them to the team members.

He should be able to control/decide who from his team should be responsible for specific tickets and assign them accordingly.

Project manager should be able to access and review the performance of the team members by accessing the dashboards (To understand the age of tickets, no of tickets handled by the team member, average handling time etc.) `pulling the reports of the team members.

Team member privileges

As a team member, team member will have the privilege to access the specified tickets depending on the level of access.

He should be able to see the details of the ticket (name, account, billing details if required, etc.) to evaluate and handle.

He should be able to create my own dashboard to understand about my tickets ageing and performance.

He should have the privilege to request access for any resource required.