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Architecture: CES access controls

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Familiarize yourself with some basic IAM definitions.

IAM

Identity and Access Management is Google Cloud's system for managing who can do what.

Roles

Collections of permissions that define what actions a user or service account can take on Google Cloud resources.

IAM: roles and permissions (1 of 2)

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IAM: roles and permissions (2 of 2)

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Individual rights to perform actions, like reading data, creating virtual machines, or updating firewall rules.

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Both predefined roles and custom roles are available.

It's recommended that you assign IAM roles and permissions to the following groups:

Conversational Agents

Developer operations
roles/dialogflow.consoleAgentEditor

Conversation developers
roles/dialogflow.flowEditor (and others)

Webhook services
roles/run.admin
roles/dialogflow.webhookAdmin (and others)

Using groups to manage IAM roles for CES (1 of 3)

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Conversation developers
roles/dialogflow.finalEditor (and others)

Webhook services
roles/run.admin
roles/dialogflow.webhookAdmin (and others)

It's recommended that you manage IAM roles and permissions to the following groups.

Agent Assist (aa-dev##)
- roles/dialogflow.admin
- roles/pubsub.admin (and others)

Conversational Insights (CES-analyst##)
- roles/bigquery.admin
- roles/contactcenterinsights.editor
  (and others)

Using groups to manage IAM roles for CES (2 of 3)

It's recommended that you manage IAM roles and permissions to the following groups.

Agent Assist (aa-dev456)
  roles/dialogflow.admin
  roles/pubsub.admin (and others)

Conversational Insights (CIDS-analysts654)
  roles/bigquery.admin
  roles/contactcenterinsights.editor
  (and others)

It's recommended that you assign IAM roles and permissions to the following groups.

Agent Assist (aa-dev<id>)
- roles/dialogflow.admin
- roles/pubsub.admin (and others)

Conversational Insights (CES-analysts<id>)
- roles/bigquery.admin
- roles/contactcenterinsights.editor
(and others)

Using groups to manage IAM roles for CES (3 of 3)

It's recommended that you assign IAM roles and permissions to the following groups:

CES Administrators
roboticsiscsteampaltform-admin

It's recommended that you assign IAM roles and permissions to the following group.

CES Administrators
roles:contactanalysisplatform.admin

Using groups to manage IAM roles for CES (3 of 3)

It's recommended that you assign IAM roles and permissions to the following groups:

CES Administrators
roles:contactcenterplatform.admin