System Administrator: The admin role provides access to all platform features, applications, functions and data.

Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services

Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.

Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver

Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.