NGN - Service Manager

**Business Unit: ngndev**

**User Count: 1**

**Team Count: 0**

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# Core Records

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Account |  |  |  |  |  |  |  |  |
| ACIViewMapper |  |  |  |  |  |  |  |  |
| Action Card |  |  |  |  |  |  |  |  |
| Action Card User Settings |  |  |  |  |  |  |  |  |
| Activity |  |  |  |  |  |  |  |  |
| Advanced Similarity Rule |  |  |  |  |  |  |  |  |
| Announcement |  |  |  |  |  |  |  |  |
| Application File |  |  |  |  |  |  |  |  |
| Azure Service Connection |  |  |  |  |  |  |  |  |
| Category |  |  |  |  |  |  |  |  |
| Connection |  |  |  |  |  |  |  |  |
| Connection Role |  |  |  |  |  |  |  |  |
| Contact |  |  |  |  |  |  |  |  |
| Customer Relationship |  |  |  |  |  |  |  |  |
| Data Import |  |  |  |  |  |  |  |  |
| Data Map |  |  |  |  |  |  |  |  |
| Data Performance Dashboard |  |  |  |  |  |  |  |  |
| Document Location |  |  |  |  |  |  |  |  |
| Document Recommendation |  |  |  |  |  |  |  |  |
| Duplicated Detection Rule |  |  |  |  |  |  |  |  |
| Email Signature |  |  |  |  |  |  |  |  |
| Email Template |  |  |  |  |  |  |  |  |
| Feedback |  |  |  |  |  |  |  |  |
| Follow |  |  |  |  |  |  |  |  |
| Import Source File |  |  |  |  |  |  |  |  |
| Interaction for Email |  |  |  |  |  |  |  |  |
| Language |  |  |  |  |  |  |  |  |
| Lead |  |  |  |  |  |  |  |  |
| Mail Merge Template |  |  |  |  |  |  |  |  |
| Mobile Offline Profile |  |  |  |  |  |  |  |  |
| Note |  |  |  |  |  |  |  |  |
| Office Graph Document |  |  |  |  |  |  |  |  |
| Opportunity |  |  |  |  |  |  |  |  |
| Opportunity Relationship |  |  |  |  |  |  |  |  |
| Post |  |  |  |  |  |  |  |  |
| Product Recommendation Model |  |  |  |  |  |  |  |  |
| Queue |  |  |  |  |  |  |  |  |
| Relationship Role |  |  |  |  |  |  |  |  |
| Report |  |  |  |  |  |  |  |  |
| Saved Organization Insights Configuration |  |  |  |  |  |  |  |  |
| Saved View |  |  |  |  |  |  |  |  |
| SharePoint Site |  |  |  |  |  |  |  |  |
| Social Profile |  |  |  |  |  |  |  |  |
| Subject |  |  |  |  |  |  |  |  |
| SuggestionCardTemplate |  |  |  |  |  |  |  |  |
| Sync Error |  |  |  |  |  |  |  |  |
| Text Analytics Entity Mapping |  |  |  |  |  |  |  |  |
| Trace |  |  |  |  |  |  |  |  |
| User Chart |  |  |  |  |  |  |  |  |
| User Dashboard |  |  |  |  |  |  |  |  |
| User Entity Instance Data |  |  |  |  |  |  |  |  |
| User Entity UI Settings |  |  |  |  |  |  |  |  |
| User Mapping |  |  |  |  |  |  |  |  |
| Web Wizard |  |  |  |  |  |  |  |  |
| Web Wizard Access Privileges |  |  |  |  |  |  |  |  |
| Wizard Page |  |  |  |  |  |  |  |  |

## Miscellaneous Privileges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Add Reporting Services Reports |  |  | Bulk Delete |  |
| Delete Audit Partitions |  |  | Delete Audit Record Change History |  |
| Manage Data Encryption key - Activate |  |  | Manage Data Encryption key - Change |  |
| Manage Data Encryption key - Read |  |  | OneDrive for Business |  |
| Manage User Synchronization Filters |  |  | Promote User to Microsoft Dynamics CRM Administrator Role |  |
| Publish Duplicate Detection Rules |  |  | Publish E-mail Templates |  |
| Publish Mail Merge Templates to Organization |  |  | Publish Reports |  |
| Run SharePoint Integration Wizard |  |  | Turn on Tracing |  |
| View Audit History |  |  | View Audit Partitions |  |
| View Audit Summary |  |  |  |  |

# Marketing

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Campaign |  |  |  |  |  |  |  |  |
| Marketing List |  |  |  |  |  |  |  |  |

## Miscellaneous Privileges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Configure Internet Marketing module |  |  | Create Quick Campaign |  |
| Use internet marketing module |  |  |  |  |

# Sales

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Competitor |  |  |  |  |  |  |  |  |
| Invoice |  |  |  |  |  |  |  |  |
| Order |  |  |  |  |  |  |  |  |
| Product |  |  |  |  |  |  |  |  |
| Property |  |  |  |  |  |  |  |  |
| Property Association |  |  |  |  |  |  |  |  |
| Property Instance |  |  |  |  |  |  |  |  |
| Property Option Set Item |  |  |  |  |  |  |  |  |
| Quote |  |  |  |  |  |  |  |  |
| Sales Literature |  |  |  |  |  |  |  |  |
| Territory |  |  |  |  |  |  |  |  |

## Miscellaneous Privileges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Override Invoice Pricing |  |  | Override Opportunity Pricing |  |
| Override Order Pricing |  |  | Override Quote Order Invoice Delete |  |
| Override Quote Pricing |  |  |  |  |

# Service

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Article |  |  |  |  |  |  |  |  |
| Article Template |  |  |  |  |  |  |  |  |
| Bookable Resource |  |  |  |  |  |  |  |  |
| Bookable Resource Booking |  |  |  |  |  |  |  |  |
| Bookable Resource Booking Header |  |  |  |  |  |  |  |  |
| Bookable Resource Category |  |  |  |  |  |  |  |  |
| Bookable Resource Category Assn |  |  |  |  |  |  |  |  |
| Bookable Resource Characteristic |  |  |  |  |  |  |  |  |
| Bookable Resource Group |  |  |  |  |  |  |  |  |
| Booking Status |  |  |  |  |  |  |  |  |
| Case |  |  |  |  |  |  |  |  |
| Characteristic |  |  |  |  |  |  |  |  |
| Contract |  |  |  |  |  |  |  |  |
| Contract Template |  |  |  |  |  |  |  |  |
| Knowledge Article |  |  |  |  |  |  |  |  |
| KnowledgeArticle Views |  |  |  |  |  |  |  |  |
| Rating Model |  |  |  |  |  |  |  |  |
| Rating Value |  |  |  |  |  |  |  |  |

## Miscellaneous Privileges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Approve Knowledge Articles |  |  | Publish Articles |  |
| Publish Knowledge Articles |  |  |  |  |

# Business Management

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Business Unit |  |  |  |  |  |  |  |  |
| Channel Property Group |  |  |  |  |  |  |  |  |
| Currency |  |  |  |  |  |  |  |  |
| Document Template |  |  |  |  |  |  |  |  |
| Email Server Profile |  |  |  |  |  |  |  |  |
| Field Security Profile |  |  |  |  |  |  |  |  |
| Field Sharing |  |  |  |  |  |  |  |  |
| Goal |  |  |  |  |  |  |  |  |
| Goal Metric |  |  |  |  |  |  |  |  |
| Mailbox |  |  |  |  |  |  |  |  |
| Mailbox Auto Tracking Folder |  |  |  |  |  |  |  |  |
| Organization |  |  |  |  |  |  |  |  |
| Personal Document Template |  |  |  |  |  |  |  |  |
| Position |  |  |  |  |  |  |  |  |
| Principal Sync Attribute Map |  |  |  |  |  |  |  |  |
| Rollup Query |  |  |  |  |  |  |  |  |
| Security Role |  |  |  |  |  |  |  |  |
| Sync Attribute Mapping Profile |  |  |  |  |  |  |  |  |
| Team |  |  |  |  |  |  |  |  |
| User |  |  |  |  |  |  |  |  |
| User Settings |  |  |  |  |  |  |  |  |

## Miscellaneous Privileges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| CRM for mobile |  |  | CRM for phones express |  |
| Document Generation |  |  | Export to Excel |  |
| Go Offline in Outlook |  |  | Mail Merge |  |
| Print |  |  | Sync to Outlook |  |
| Use CRM for Office Apps |  |  | Act on Behalf of Another User |  |
| Approve Email Addresses for Users or Queues |  |  | Assign manager for a user |  |
| Assign position for a user |  |  | Assign Territory to User |  |
| Bulk Edit |  |  | Change Hierarchy Security Settings |  |
| Dynamics CRM/365 Address Book |  |  | Enable or Disable Business Unit |  |
| Enable or Disable User |  |  | Language Settings |  |
| Merge |  |  | Override Created on or Created by for Records during Data Import |  |
| Perform in sync rollups on goals |  |  | Read License info |  |
| Reparent Business Unit |  |  | Reparent team |  |
| Reparent user |  |  | Send Email as Another User |  |
| Send Invitation |  |  | Update Business Closures |  |
| Web Mail Merge |  |  |  |  |

# Service Management

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Calendar |  |  |  |  |  |  |  |  |
| Entitlement |  |  |  |  |  |  |  |  |
| Entitlement Template |  |  |  |  |  |  |  |  |
| Facility/Equipment |  |  |  |  |  |  |  |  |
| Knowledge Base Record |  |  |  |  |  |  |  |  |
| Knowledge Search Model |  |  |  |  |  |  |  |  |
| Record Creation and Update Rule |  |  |  |  |  |  |  |  |
| Routing Rule Set |  |  |  |  |  |  |  |  |
| Service |  |  |  |  |  |  |  |  |
| Site |  |  |  |  |  |  |  |  |
| SLA |  |  |  |  |  |  |  |  |
| SLA KPI Instance |  |  |  |  |  |  |  |  |
| Topic Model |  |  |  |  |  |  |  |  |

## Miscellaneous Privileges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Browse Availability |  |  | Control Decrement Terms |  |
| Create own calendar |  |  | Delete own calendar |  |
| Read own calendar |  |  | Search Availability |  |
| Update Holiday Schedule |  |  | Write own calendar |  |

# Customization

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| App |  |  |  |  |  |  |  |  |
| App Config Master |  |  |  |  |  |  |  |  |
| Attribute Map |  |  |  |  |  |  |  |  |
| Custom Control |  |  |  |  |  |  |  |  |
| Custom Control Default Config |  |  |  |  |  |  |  |  |
| Custom Control Resource |  |  |  |  |  |  |  |  |
| Customizations |  |  |  |  |  |  |  |  |
| Entity |  |  |  |  |  |  |  |  |
| Entity Key |  |  |  |  |  |  |  |  |
| Entity Map |  |  |  |  |  |  |  |  |
| Expander event |  |  |  |  |  |  |  |  |
| Field |  |  |  |  |  |  |  |  |
| Hierarchy Rule |  |  |  |  |  |  |  |  |
| Import Job |  |  |  |  |  |  |  |  |
| Option Set |  |  |  |  |  |  |  |  |
| Plug-in Assembly |  |  |  |  |  |  |  |  |
| Plug-in Trace Log |  |  |  |  |  |  |  |  |
| Plug-in Type |  |  |  |  |  |  |  |  |
| Process |  |  |  |  |  |  |  |  |
| Process Configuration |  |  |  |  |  |  |  |  |
| Process Session |  |  |  |  |  |  |  |  |
| Publisher |  |  |  |  |  |  |  |  |
| Relationship |  |  |  |  |  |  |  |  |
| Sdk Message |  |  |  |  |  |  |  |  |
| Sdk Message Processing Step |  |  |  |  |  |  |  |  |
| Sdk Message Processing Step Image |  |  |  |  |  |  |  |  |
| Sdk Message Processing Step Secure Configuration |  |  |  |  |  |  |  |  |
| Service Endpoint |  |  |  |  |  |  |  |  |
| Solution |  |  |  |  |  |  |  |  |
| System Application Metadata |  |  |  |  |  |  |  |  |
| System Chart |  |  |  |  |  |  |  |  |
| System Form |  |  |  |  |  |  |  |  |
| System Job |  |  |  |  |  |  |  |  |
| Theme |  |  |  |  |  |  |  |  |
| User Application Metadata |  |  |  |  |  |  |  |  |
| View |  |  |  |  |  |  |  |  |
| Virtual Entity Data Source |  |  |  |  |  |  |  |  |
| Web Resource |  |  |  |  |  |  |  |  |

## Miscellaneous Privileges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Activate Business Process Flows |  |  | Active Business Rules |  |
| Activate Real-time Processes |  |  | Configure Yammer |  |
| Execute Workflow Job |  |  | Export Customizations |  |
| Import Customizations |  |  | ISV Extensions |  |
| Learning Path Authoring |  |  | Modify Customization constraints |  |
| Publish Customizations |  |  | Retrieve Multiple Social Insights |  |
| Run Flows |  |  |  |  |

# Business Process Flows

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Expired Process |  |  |  |  |  |  |  |  |
| Lead To Opportunity Sales Process |  |  |  |  |  |  |  |  |
| New Process |  |  |  |  |  |  |  |  |
| Opportunity Sales Process |  |  |  |  |  |  |  |  |
| Phone To Case Process |  |  |  |  |  |  |  |  |
| Translation Process |  |  |  |  |  |  |  |  |

# Custom Entities

| **Entity** | **Create** | **Read** | **Write** | **Delete** | **Append** | **Append To** | **Assign** | **Share** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Action Card Role Setting |  |  |  |  |  |  |  |  |
| actioncardregarding |  |  |  |  |  |  |  |  |
| admin\_settings\_entity |  |  |  |  |  |  |  |  |
| Analysis Component |  |  |  |  |  |  |  |  |
| Analysis Job |  |  |  |  |  |  |  |  |
| Analysis Result |  |  |  |  |  |  |  |  |
| Analysis Result Detail |  |  |  |  |  |  |  |  |
| Case Category |  |  |  |  |  |  |  |  |
| Case Flow |  |  |  |  |  |  |  |  |
| Case Subcategory |  |  |  |  |  |  |  |  |
| Component Layer |  |  |  |  |  |  |  |  |
| Component Layer Data Source |  |  |  |  |  |  |  |  |
| Connector |  |  |  |  |  |  |  |  |
| Database Version |  |  |  |  |  |  |  |  |
| Entitlement Entity Allocation Type Mapping |  |  |  |  |  |  |  |  |
| EntityRankingRule |  |  |  |  |  |  |  |  |
| Filter |  |  |  |  |  |  |  |  |
| Financial Category |  |  |  |  |  |  |  |  |
| Financial Line Item |  |  |  |  |  |  |  |  |
| Financial Monthly Summary |  |  |  |  |  |  |  |  |
| flowcardtype |  |  |  |  |  |  |  |  |
| Forecast |  |  |  |  |  |  |  |  |
| Forecast definition |  |  |  |  |  |  |  |  |
| Forecast recurrence |  |  |  |  |  |  |  |  |
| Fujitsu Case Import |  |  |  |  |  |  |  |  |
| icebreakersconfig |  |  |  |  |  |  |  |  |
| inMail |  |  |  |  |  |  |  |  |
| LinkedIn Sales Navigator Configuration |  |  |  |  |  |  |  |  |
| Message |  |  |  |  |  |  |  |  |
| Microsoft Teams Collaboration entity |  |  |  |  |  |  |  |  |
| msdyn\_relationshipinsightsunifiedconfig |  |  |  |  |  |  |  |  |
| Notes analysis Config |  |  |  |  |  |  |  |  |
| OData v4 Data Source |  |  |  |  |  |  |  |  |
| Order Flow |  |  |  |  |  |  |  |  |
| Playbook |  |  |  |  |  |  |  |  |
| Playbook activity |  |  |  |  |  |  |  |  |
| Playbook activity attribute |  |  |  |  |  |  |  |  |
| Playbook Callable Context |  |  |  |  |  |  |  |  |
| Playbook category |  |  |  |  |  |  |  |  |
| Playbook template |  |  |  |  |  |  |  |  |
| PointDrive Presentation Viewed |  |  |  |  |  |  |  |  |
| Post Configuration |  |  |  |  |  |  |  |  |
| Post Rule Configuration |  |  |  |  |  |  |  |  |
| Profile Album |  |  |  |  |  |  |  |  |
| Region |  |  |  |  |  |  |  |  |
| salesinsightssettings |  |  |  |  |  |  |  |  |
| School District |  |  |  |  |  |  |  |  |
| School District Contact |  |  |  |  |  |  |  |  |
| School Profile |  |  |  |  |  |  |  |  |
| Service Model |  |  |  |  |  |  |  |  |
| Service Price |  |  |  |  |  |  |  |  |
| siconfig |  |  |  |  |  |  |  |  |
| Site Model History |  |  |  |  |  |  |  |  |
| Site Service |  |  |  |  |  |  |  |  |
| Site Service History |  |  |  |  |  |  |  |  |
| Solution Component Data Source |  |  |  |  |  |  |  |  |
| Solution Component Summary |  |  |  |  |  |  |  |  |
| Solution Health Rule |  |  |  |  |  |  |  |  |
| Solution Health Rule Argument |  |  |  |  |  |  |  |  |
| Solution Health Rule Set |  |  |  |  |  |  |  |  |
| Solution History |  |  |  |  |  |  |  |  |
| Solution History Data Source |  |  |  |  |  |  |  |  |
| Survey |  |  |  |  |  |  |  |  |
| Survey email template |  |  |  |  |  |  |  |  |
| Survey invite |  |  |  |  |  |  |  |  |
| Survey question |  |  |  |  |  |  |  |  |
| Survey question response |  |  |  |  |  |  |  |  |
| Survey response |  |  |  |  |  |  |  |  |
| Unsubscribed recipient |  |  |  |  |  |  |  |  |
| UntrackedAppointment |  |  |  |  |  |  |  |  |
| Upgrade Run |  |  |  |  |  |  |  |  |
| Upgrade Step |  |  |  |  |  |  |  |  |
| Upgrade Version |  |  |  |  |  |  |  |  |
| Wall View |  |  |  |  |  |  |  |  |