

	System Administrator	Level 1	Level 2	Supervisor	Guest
View complaints list	all	all	only assigned	all	none
View complaint location on the map	yes	yes	yes	yes	yes
View section map	yes	yes	no	no	no
View reports	yes	yes	yes	yes	yes
View actions log	yes	yes	no	yes	no
View contracts list	yes	yes	no	yes	no
View sections list	yes	yes	no	yes	no
View support groups list	yes	yes	no	yes	no
Download reports	yes	yes	no	yes	no
Modify complaint data	everything				nothing
- Message source		no	no	no	
- Complainer Name		yes	no	no	
- Complainer Email		yes	no	no	
- Complainer Phone		yes	no	no	
- Complainer Address		yes	no	no	
- Complainer IP		no	no	no	
- Preferred Contact Method		yes	no	no	
- Date received		no	no	no	
- Raw message		no	no	no	
- Date processed		no	no	no	
- Processed message		yes	no	no	
- Assigned to support group		yes	no	no	
- Contract		yes	no	no	
- Location		yes	no	no	
- Processed by		no	no	no	
- Complaint category		yes	no	no	
- Message priority		yes	no	no	
- Date resolved		no	no	no	
- Resolved and closed		yes	no	no	
- Resolution		yes	no	no	
- Resolved by		no	no	no	
- Add comment		yes	yes	yes	
- Upload picture		yes	yes	no	
Modify contract data	yes	yes	no	no	no
Modify section data	yes	yes	no	no	no
Modify support group data	yes	yes	no	no	no
Remove complaint	yes	no	no	no	no
Remove contract	yes	no	no	no	no
Remove section	yes	no	no	no	no
Remove support group	yes	no	no	no	no
Add new users	yes	no	no	no	no
Modify user settings	yes	no	no	no	no
Configure system settings	yes	no	no	no	no