# Role Design Worksheet

Use this document to capture design decisions for each Freshservice role, including purpose, scope, and permissions.

For each role, document the following:

* Role Name
* Derived from (Cloned Role)
* Modules with Access (e.g., Incident, CMDB, Workflow Automator, KB)
* Specific Permissions (Create, View, Edit, Delete)
* Ticket Scope (Assigned Only, Group, All)
* SLA and Report Visibility
* Workflow Automation Permissions