# Role Assignment Working Session – Agenda

Purpose: Review and customize Freshservice roles to align with access control requirements.

Discussion Points:

* Overview of default roles: Agent, Supervisor, Manager, Admin
* Review current access needs by function
* Questions to consider:
  + Should this person approve changes, or just view them?
  + Does this agent need access to the CMDB?
  + Should supervisors manage reports and SLAs?
* Identify candidate roles for cloning
* Define naming conventions for new roles
* Determine test strategy and bulk assignment plan