# Overview of Roles in Freshservice

Freshservice uses role-based access control (RBAC) to manage what users can view, update, approve, and configure. Each user must be assigned one or more roles that correspond to their responsibilities. These roles control access to modules such as Tickets, Changes, Admin Settings, Analytics, and CMDB.

## Role Type Descriptions

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| Role Type | Description |
| Requester | End user who submits tickets or service requests via the portal |
| Agent | Team member who can resolve, assign, and manage tickets |
| Observer | Read-only view access, often used for managers or compliance |
| Admin | Full access to all Freshservice settings and configurations |
| Custom Roles | Tailored roles with permissions assigned per module |