Starting from Default Groups

The system contains a variety of default groups preconfigured for certain applications, such as CRM. These groups are often adequate for a new implementation, and it's a good idea to become familiar with their permissions before taking the time to create new groups. If necessary, you can copy existing groups to create additional groups when you need more refined permissions.

The lists below provide examples of default End User and Power User groups. For a complete list of groups, see the standard system groups or the ITIL system groups.

> (!) The admin group should never be renamed or it will not function as it should.

Default End User Groups

These groups use the unlimited end-user license:

- **Customer**: Users who are not employees and see only their own records.
- **Customer Manager**: Users who are not employees and see all the records submitted by users in their company. They may also be given other privileges.
- **Internal Customer**: Users who are employees and see their own and others' records.
- **Contract Creator**: Users who are employees and work primarily with contracts. They are able to create and edit their own contracts, as well as see others' contracts.
- **Guest**: Users who self-register from hyperlinks and create records like leads and support tickets. They do not have access to the rest of the interface. A hyperlink logs them in to the new record screen and logs them out when they click Save or Cancel.

Default Power User Groups

These groups use individual licenses:

- **Admin**: Administrators who are customizing and maintaining the system.
- **Support Staff**: Technical staff who access external and internal support cases.
- **Contract Manager**: Users who are employees and work primarily with contracts. They have full control over contracts and companies.
- **Sales**: Users in sales who access leads, opportunities, and so on.
- **Marketing:** Users in marketing who access leads, opportunities, and so on.