

Scope: what data an employee can see

Every employee has a single scope, which controls what data is visible to them everywhere in the console.

The two modes

Mode	What it means
Customer	Full access to all data across the entire chain
Explicit	Access restricted to specific brands, stores and/or sources

The three dimensions of an explicit scope

When scope is explicit, you can combine these filters:

Dimension	What it filters	Example
Brands	Which brands are visible	Brand "X" only
Stores	Which specific stores are visible	Stores 1, 2 and 5
Sources	Which order sources are visible	Only Glovo and Uber Eats

How they combine:

- Each dimension narrows the view further — they stack, they don't widen each other.
- Leaving a dimension empty means "no restriction" for that dimension.
- Store groupings — predefined sets of stores — are supported, and combine with individually chosen stores.

Worked examples

Configuration	What the employee sees
Brand = "Example Brand"	All stores and sources for that brand
Stores = 1, 2, 3	All brands operating in those stores
Brand = "Example Brand" + Stores = 1, 2	Only that brand's data, in those two stores
Stores = 1 + Sources = Glovo, Uber	Only Glovo and Uber data in store 1, wherever source filtering applies

A note on Sources

The source filter is a complementary dimension with **limited activation**. Not every module uses it — it only takes effect in sections where filtering by order origin is meaningful. Those include:

- **Reports** — sales data for specific aggregators only
- **Metrics** — order timelines and logs filtered to certain channels
- **CMS** — content configuration scoped to specific sources
- **Hub** — special cases where an operator only handles orders from certain origins

In modules where source filtering is not active, the employee sees all orders within their brand and store scope, regardless of this setting.

“ This makes Sources best suited to specialised roles that need a narrower view inside one particular section — not as a general-purpose restriction.

What scope does not do

Scope never grants anything. It only narrows. An employee with a store-limited scope and no reporting role still cannot open reports — scope decides *what data*, roles decide *what actions*. See [Roles and scope: the two ideas](#).