

The role catalogue

Each role covers one area of responsibility. If someone needs two areas, give them two roles — see [Common role combinations](#).

Role	For whom	What it covers
<code>admin</code>	Customer administrator	Everything except managing role definitions. The highest role assigned to customer employees
<code>hub_manager</code>	Operations manager	Full hub — assign, force delivery, cancel, modify ETA, incidents, alarms — plus store configuration, pause delivery, metrics and archived alarms
<code>hub_operator</code>	Hub shift operator	Basic hub operations, without the critical actions. View stores and metrics
<code>branch_manager</code>	Store manager	Their own store: view orders, modify ETA, incidents, alarms, driver alerts, pause delivery, store configuration
<code>branch_viewer</code>	Read-only store access	Viewing store configuration only. A support role, designed to be combined with others
<code>dispatcher_manager</code>	Logistics technician	Dispatcher execution, scheduler, store configuration, pause delivery, delivery zones, third-party carriers, metrics
<code>report_viewer</code>	Management and analysts	Reports, metrics, view stores
<code>polygon_manager</code>	Delivery zone configuration	Delivery zones, view stores
<code>cms_editor</code>	Content editor	Complaints tree, resources, images
<code>employee_manager</code>	HR and staff configuration	Employees and own drivers, plus role assignments, scope and exceptions
<code>third_party_manager</code>	External fleet configuration	External carrier configuration, at brand level
<code>alarms_config_manager</code>	Alarm threshold configuration	Alarm thresholds for orders, drivers and stores, across the whole chain

Two roles you won't assign

`super_admin` is a PizzaGest internal technical role. It has full access and bypasses every check, and is never assigned to customer employees.

`admin` is the customer-side equivalent for day-to-day purposes: the same operational reach, except that individual denies still apply to it and it cannot change role definitions.

How permissions add up

Roles are built from a catalogue of atomic permissions — currently more than fifty, each covering one specific action such as "assign a driver" or "export metrics".

A role is a named subset of that catalogue. When an employee holds several roles, their permissions are combined, without duplicates. Nothing is subtracted by adding a role.

“ Permission counts per role change as new modules ship. Rather than memorising a number, check what a role actually grants in [Access by section](#), or open the role in the Role catalogue screen.

Recently added modules

Chatbot configuration, External API management, the Voice agent, Promotional codes and Voucher codes are currently reachable by `admin` only. Whether they get a dedicated role, or are folded into existing ones, will be decided based on operational need.

If one of these needs to reach a non-admin employee before then, an individual exception is the intended route — see [Individual permission exceptions](#).