# Levels of Administration in the World of Cisco Webex Contact Center

* **Active Directory** is foundational to your company’s business.
	+ Corporate administrator-rights needed to add accounts
	+ It provides the structure for Single Sign-on
* **Control Hub** is like AD for Cisco Webex products/services such as Webex Contact Center, Webex Teams, Webex Meetings, Webex Calling, etc.
	+ It associates domain(s) to an organization in the Control Hub.
	+ Admin (internal or external) accounts are used to provision a WCC tenant
	+ Users are managed here including which of the Webex products each user can use
* **Webex Contact Center** synchronizes with Control Hub to get Users names and emails.
	+ The licensing (Standard or Premium) is assigned in WCC.
	+ Managing agents roles are assigned in WCC


These entities are layer on top of one another. You need AD and Control Hub to have a WCC.

Different administrative rights are needed to manage each level.