Staff Manager

Store Components · https://multivendorx.com/docs/knowledgebase/staff-manager/

The **Store staff module** is designed to help **store owners build and manage their own team**.

Instead of handling everything alone, store owners can assign staff to manage products, orders, and customer interactions - with controlled access.

Result:
Stores can operate like a real business with a team, while the admin maintains overall control of the marketplace.

Who does what?

This module works in two levels:

Admin role (Marketplace level)

The admin **does not manage store staff daily**.
Instead, the admin:

- Enables the Store Staff module
- Defines what each role can do (permissions)
- Controls access boundaries for all stores

Think of the admin as setting the rules.

Store owner role (Store level)

Store owners are the ones who actually **use this feature**.

They can:

- Add their own staff members

- Assign roles (like Product Manager, Support, etc.)
- Manage and remove staff
- Build their own team

Think of store owners as building and managing their team.

How roles work

The Store Staff module comes with ready-made roles so store owners don’t have to create teams from scratch.

Each role is built for a specific job inside a store:

- **Store manager** - Handles almost everything in the store (like a co-owner)
- **Product manager** - Adds, edits, and manages products
- **Customer support** - Handles customer questions, tickets, and reviews
- **Order assistant** - Manages orders and order-related updates

How roles work

The Store Staff module comes with ready-made roles so store owners don’t have to create teams from scratch.

Each role is built for a specific job inside a store:

- **Store manager** - Handles most store operations (like a co-owner)
- **Product manager** - Adds, edits, and manages products
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- **Order assistant** - Manages orders and order-related updates

Important: How permissions actually work

Permissions follow a **top-down control system**:

1. Admin defines base capabilities (for store owners)

The admin first decides what **store owners are allowed to do** from:

MultiVendorX → Settings → Marketplace → Store capabilities

This acts as the **maximum access level** for the store.

2. Staff can only get a subset of that access

Store staff (Manager, Product Manager, etc.) can **only receive permissions that are already allowed to the store owner**.

They can never exceed it.

What this means in practice

- If the admin **disables "Add coupons" for store owners**
  → Store owners cannot add coupons
  → **No staff role will have that permission either**
- If the admin **allows "View orders"**
  → Store owner can view orders
  → Staff roles *can be given* that permission (if enabled)

> ### Simple rule to remember
>
> **Admin sets the limit → Store owners operate within it → Staff get a subset of it**