Zoho Corporation

Department Admin

The Department Admin role empowers technician with complete administrative privileges to a specific department they are assigned to. Essentially, the technician steps into a role similar to that of a Super Admin, but exclusively for their designated department. However, only **Admins and Super Admins** have the authority to assign a technician as a Department Admin.

Department Admins can manage their designated department, control settings, allocate resources and customize preferences. This results in smoother workflow and enhanced user experience.

Irrespective of the role in the organization, a technician can be given with Department Admin privilege.
 A Department Admin can only manage the activities within the department they are assigned to.
 A Department Admin doesn't have the ability to create a new department or delegate /share their permissions with other users.

Department Admin will have full administrative control within their department for the following features:

- Email setup & Configuration
- Contacts
- Reports
- Managing service queue sessions for their department
- Managing Technicians within their department
- Session Confirmation
- Survey
- Notification
- Action Log Viewer
- Groups

How to assign Department Administrative Privilege to a technician

While creating a new department:

1. Navigate to **Settings** > **Organization** > **Department.**

2. Click Add Department.

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3. Enter the **Department details** and choose the **Department Admin** from the drop menu.

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4. Click **Configure** to add the department successfully.

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For an existing department:

In the case of an existing department, the Department Admin can be assigned by editing the department.

- 1. Go to Settings > Organization > Department
- 2. Hover the cursor and click **Configure** besides the department.

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3. Click **Edit** besides the department.

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- 4. Choose or modify **Department Admin** from the drop menu.
- 5. Once modified, click **Proceed** in the prompt as shown below.

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