



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:

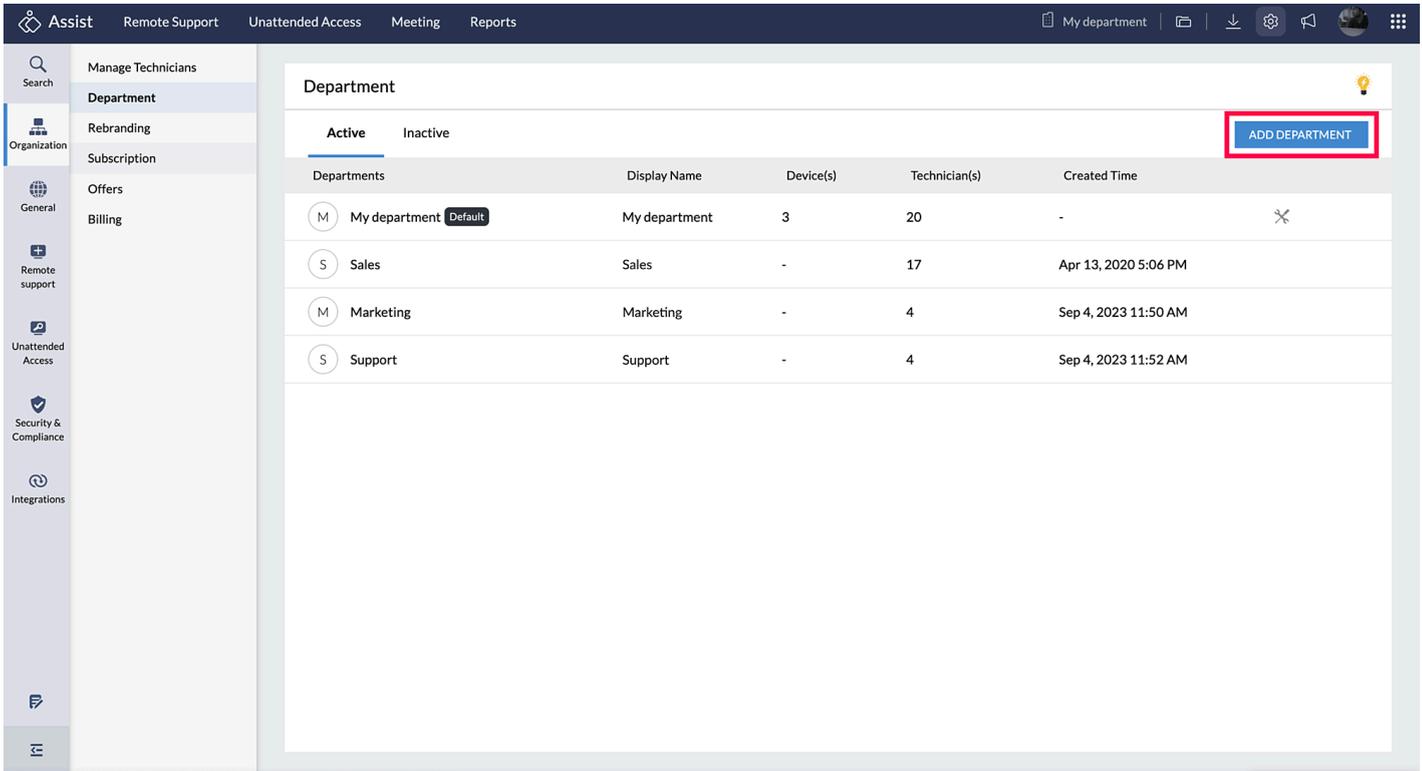
- **Email setup & Configuration**
- **Contacts**
- **Reports**
- **Managing service queue sessions for their department**
- **Managing Technicians within their department**
- **Session Confirmation**
- **Survey**
- **Notification**
- **Action Log Viewer**
- **Groups**

How to assign Department Administrative Privilege to a technician

While creating a new department:

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

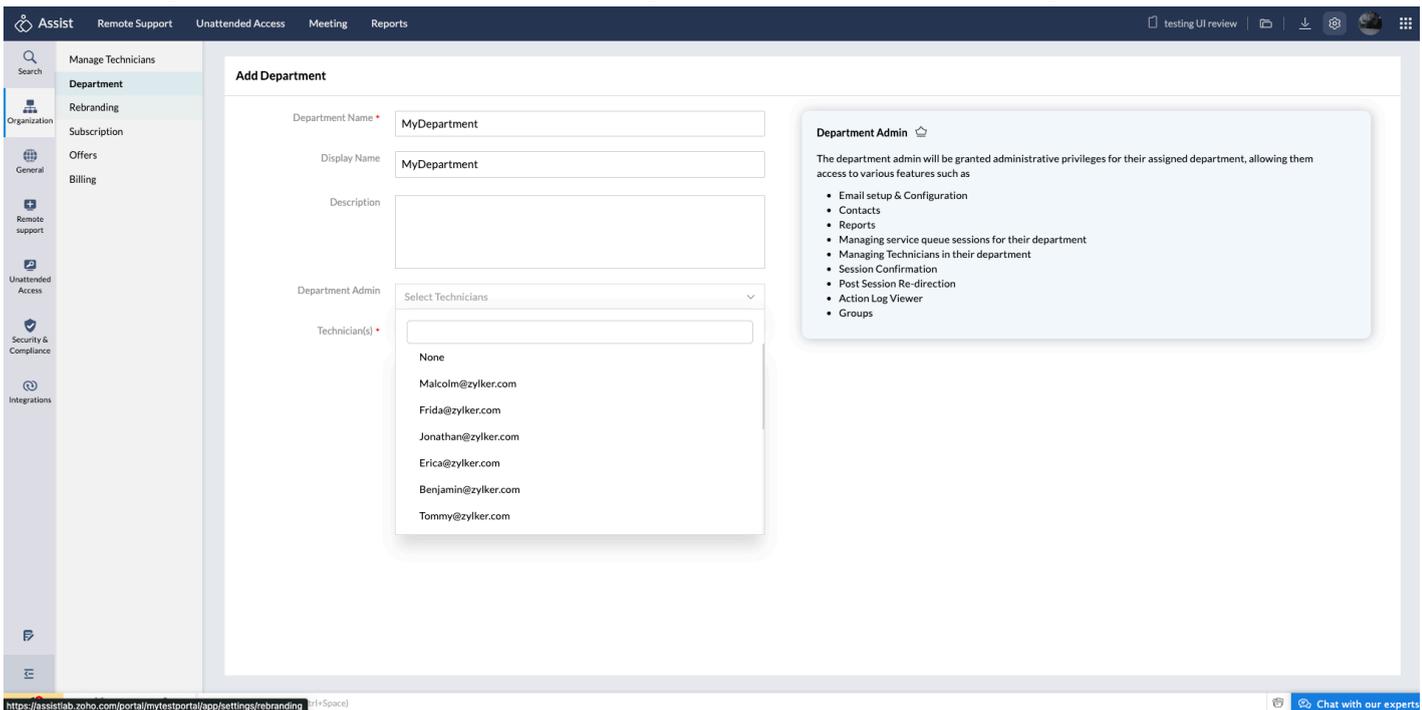
2. Click **Add Department**.



The screenshot shows the Zoho Assist interface with the 'Department' management page. The left sidebar contains navigation options: Search, Manage Technicians, Department, Rebranding, Subscription, Offers, Billing, General, Remote support, Unattended Access, Security & Compliance, and Integrations. The main content area displays a table of departments with columns for Departments, Display Name, Device(s), Technician(s), and Created Time. A red box highlights the 'ADD DEPARTMENT' button in the top right corner.

Departments	Display Name	Device(s)	Technician(s)	Created Time
M My department Default	My department	3	20	-
S Sales	Sales	-	17	Apr 13, 2020 5:06 PM
M Marketing	Marketing	-	4	Sep 4, 2023 11:50 AM
S Support	Support	-	4	Sep 4, 2023 11:52 AM

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



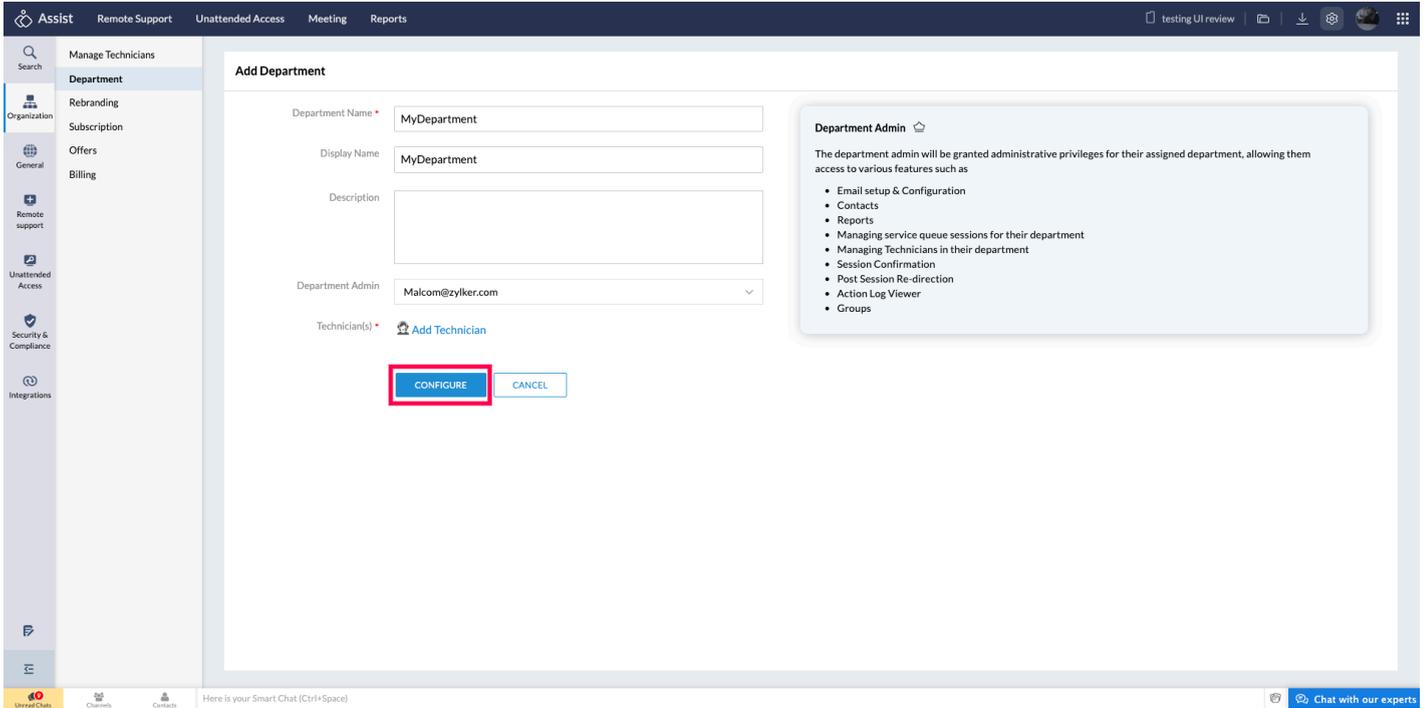
The screenshot shows the Zoho Assist interface with the 'Add Department' form. The form fields are: Department Name (MyDepartment), Display Name (MyDepartment), Description, Department Admin (Select Technicians), and Technician(s). The 'Department Admin' dropdown menu is open, showing a list of technicians: None, Malcolm@zylker.com, Frida@zylker.com, Jonathan@zylker.com, Erica@zylker.com, Benjamin@zylker.com, and Tommy@zylker.com. A 'Department Admin' information box is visible on the right, detailing the privileges granted to the department admin.

Department Admin

The department admin will be granted administrative privileges for their assigned department, allowing them access to various features such as

- Email setup & Configuration
- Contacts
- Reports
- Managing service queue sessions for their department
- Managing Technicians in their department
- Session Confirmation
- Post Session Re-direction
- Action Log Viewer
- Groups

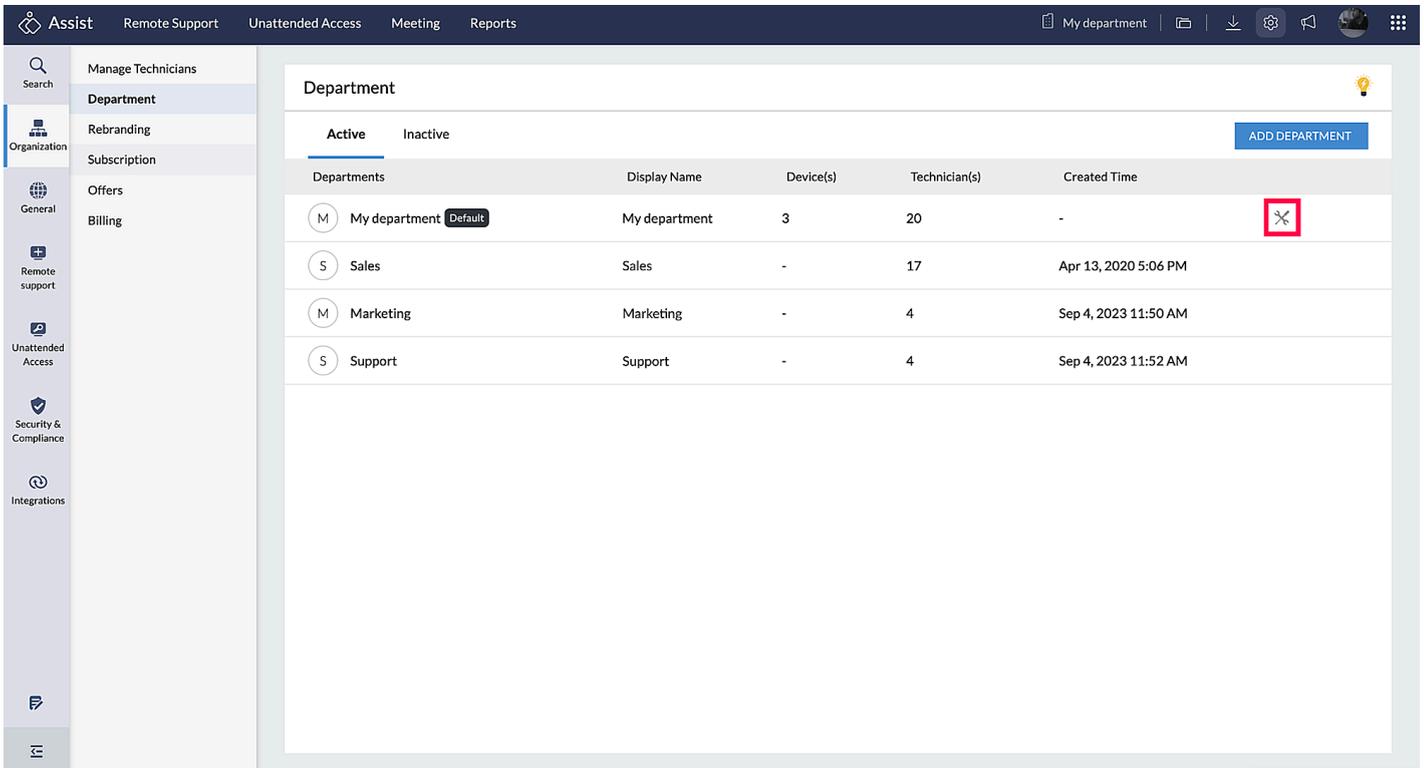
4. Click **Configure** to add the department successfully.



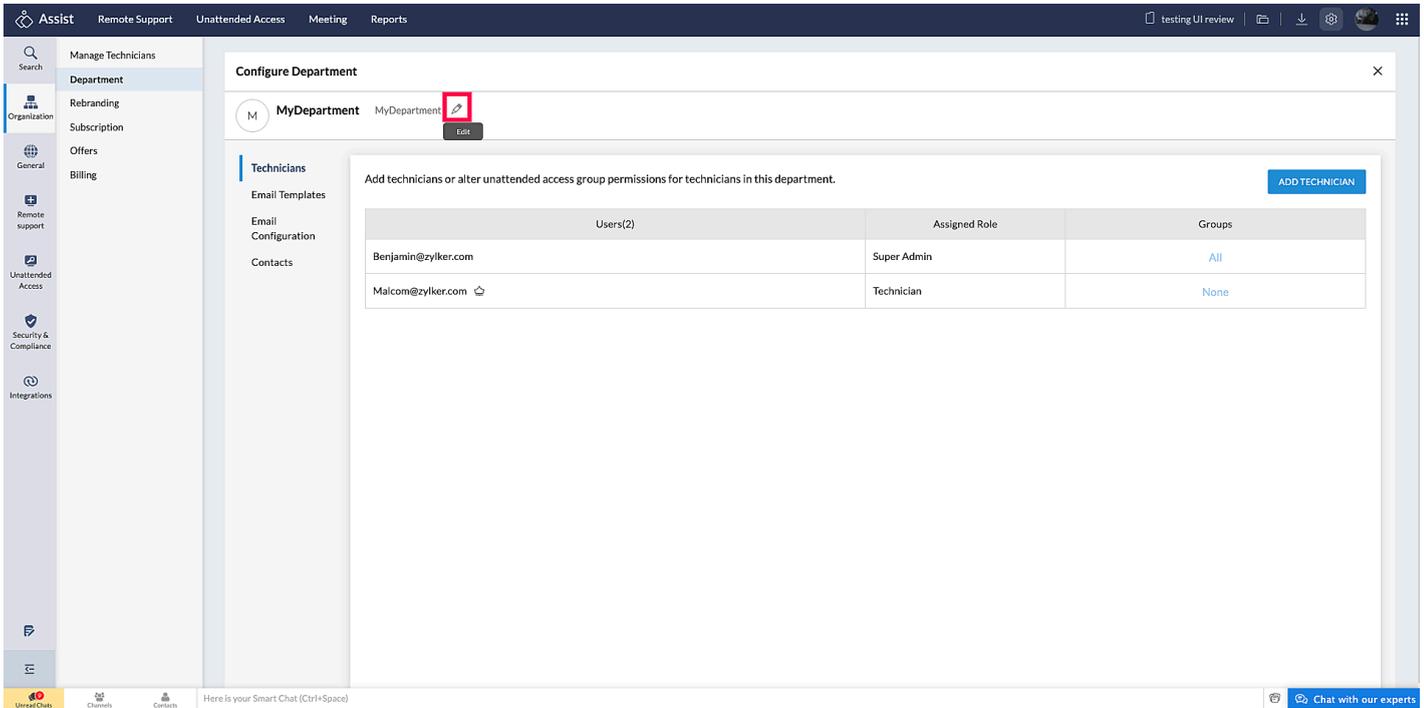
For an existing department:

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.



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



4. Choose or modify **Department Admin** from the drop menu.

5. Once modified, click **Proceed** in the prompt as shown below.

