Zoho Corporation

Departments

Departments allows you to create and manage multiple divisions within your organization. Departments can be classified based on your customer's organization, product, geographic location or workgroup. Each department can have its own set of technicians, email templates, email configuration, and contacts.

- Adding a department
- Adding a technician
- Customizing the department
- Enabling/Disabling the department

Adding a department

- 1. Go to **Settings > Organization > Departments**.
- 2. Click on **Add department**.

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Search	Department		Department							
Organization	Rebranding		Active Ina	active						ADD DEPARTMENT
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3. Provide the department name, display name and a brief description about the department.

4. Click on Add technician to add technicians to the department. Add at least one technician and click **DONE**.

5. Click **CONFIGURE** to configure the department.

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■ Note : To switch departments, click on departments besides I placed in the toolbar at the top and select the preferred department using their display name.

Adding a technician

- 1. Go to **Settings > Organization > Departments** .
- 2. Click on **CONFIGURE** given beside the department to be configured.

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- 3. Select Technicians.
- 4. Click **ADD TECHNICIAN** and select the check box besides the technician to be added.

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Organization	Rebranding Subscription	New dep	partment New department	t New department									
General	Offers	Technicians Email Template	Add technicians or alter u	Add technicians or alter unattended access group permissions for technicians in this department.									
Remote support		Email Configuration		Groups									
		Contacts	jonathan@zylker.com		Super Admin	All							
Access			malcolm@zylker.com	•	Technician	All							
Security & Compliance				Reno	22								

5. To remove technician click on 😑 besides the technician.

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		Contacts		jonathan@zylk	er.com			Super Admin		All		
Unattended Access				malcolm@zylke	er.com			Technician		All		
Security & Compilance							Ren					

- 6. Unattended access group permissions given to the technician can be altered under Groups.
- **Note** : On downgrading your plan, the created departments will be disabled. They can be enabled again by upgrading to Enterprise Edition.

Customizing the department

- 1. Go to **Settings > Organization > Departments** .
- 2. Click on **CONFIGURE** given beside the department to be configured.
- 3. Select **Email Templates** to customize email templates.
- 4. Select **Email Configuration** to configure your emails settings.
- 5. Select **Contacts** to import contacts from Google or from your computer.

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Enabling/disabling the department

- 1. Go to **Settings** > **Organization** > **Departments**.
- 2. Choose either Active or Inactive and click on ••• given beside the department to disable or enable the department.

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https://help.zoho.com/portal/en/kb/assist/user-guide/setup-zoho-assist/articles/departments