



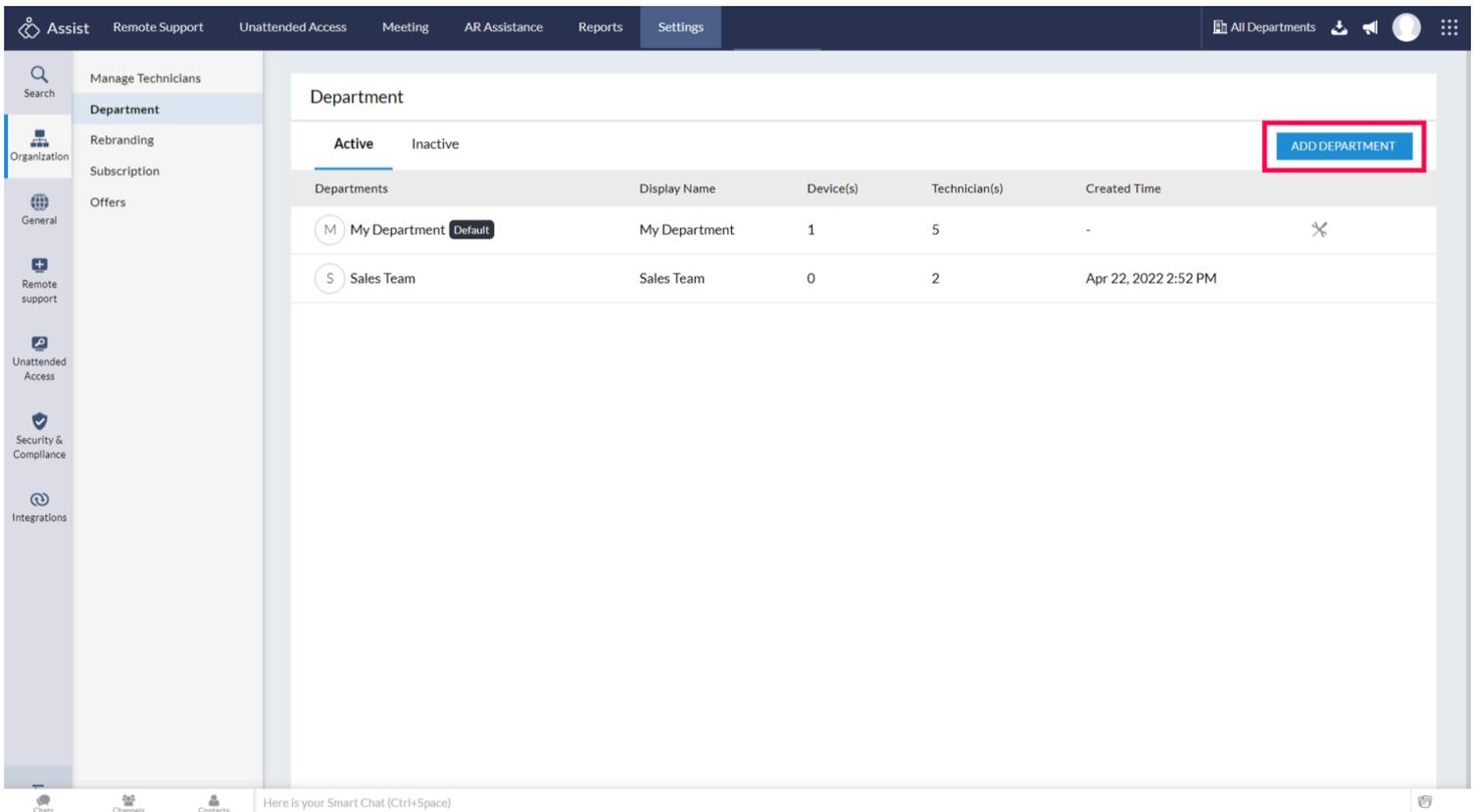
Departments

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**.



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.

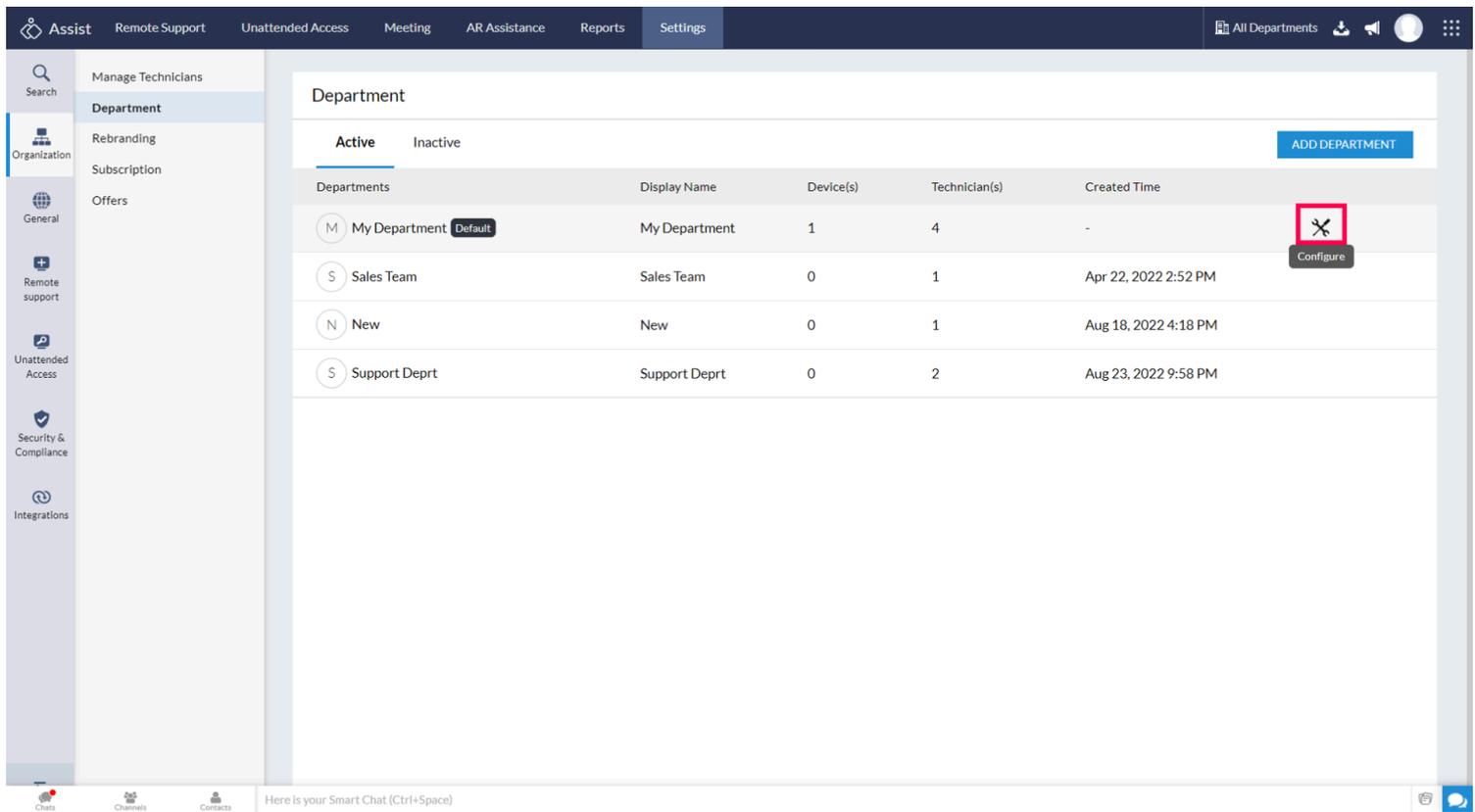
The screenshot shows the 'Add Department' form in the Zoho Assist settings. The form is titled 'Add Department' and is located in the 'Settings' tab. The left sidebar contains navigation options: Search, Manage Technicians, Department, Rebranding, Subscription, Offers, General, Remote support, Unattended Access, Security & Compliance, and Integrations. The main content area contains the following fields and controls:

- Department Name ***: A text input field.
- Display Name**: A text input field.
- Description**: A text area.
- Technician(s) ***: A dropdown menu showing 'malcolm@zyker.com' with a close button (X). Below it is an 'Add Technician' button.
- Buttons**: 'CONFIGURE' and 'CANCEL' buttons.

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

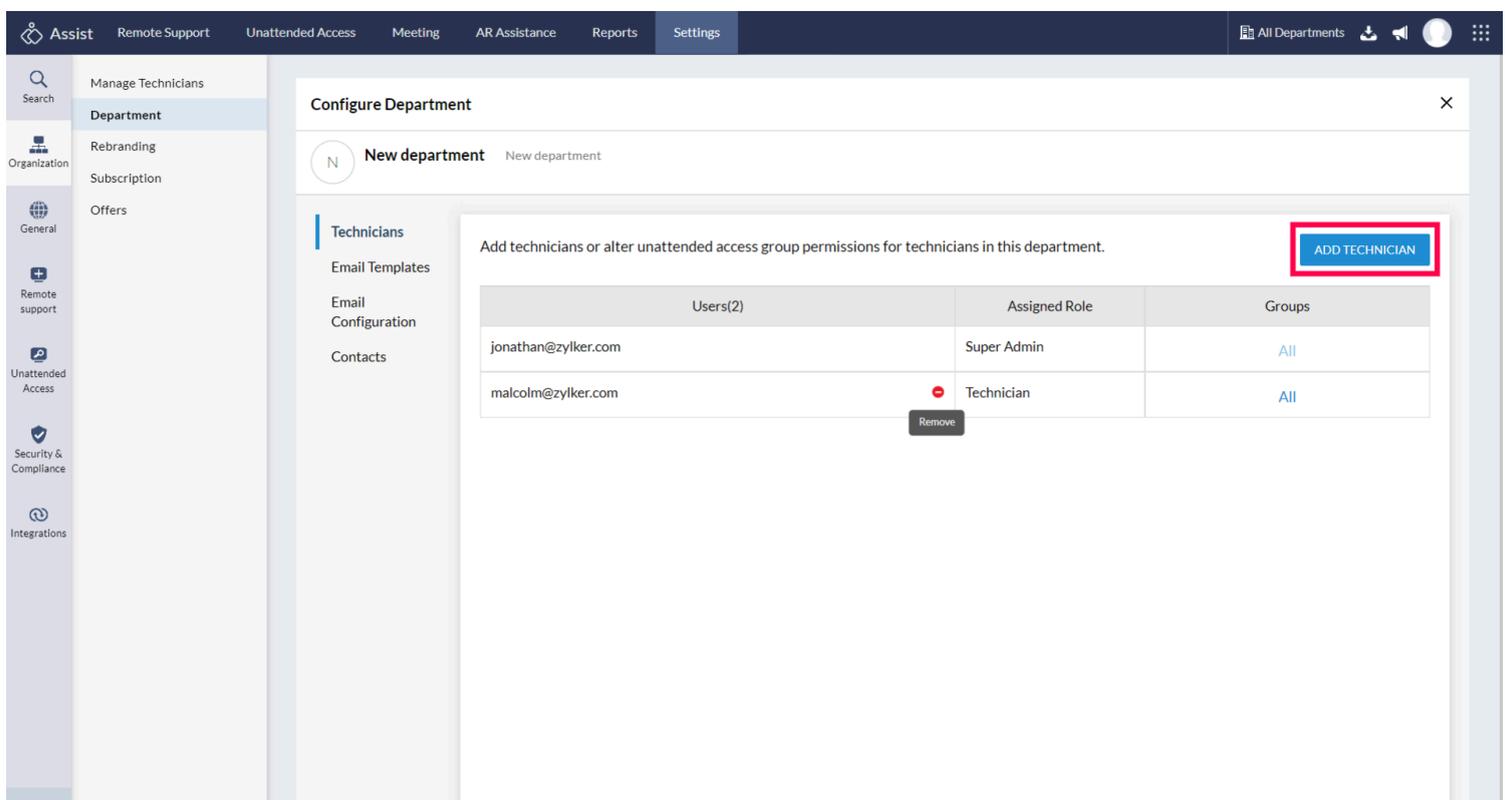
Adding a technician

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

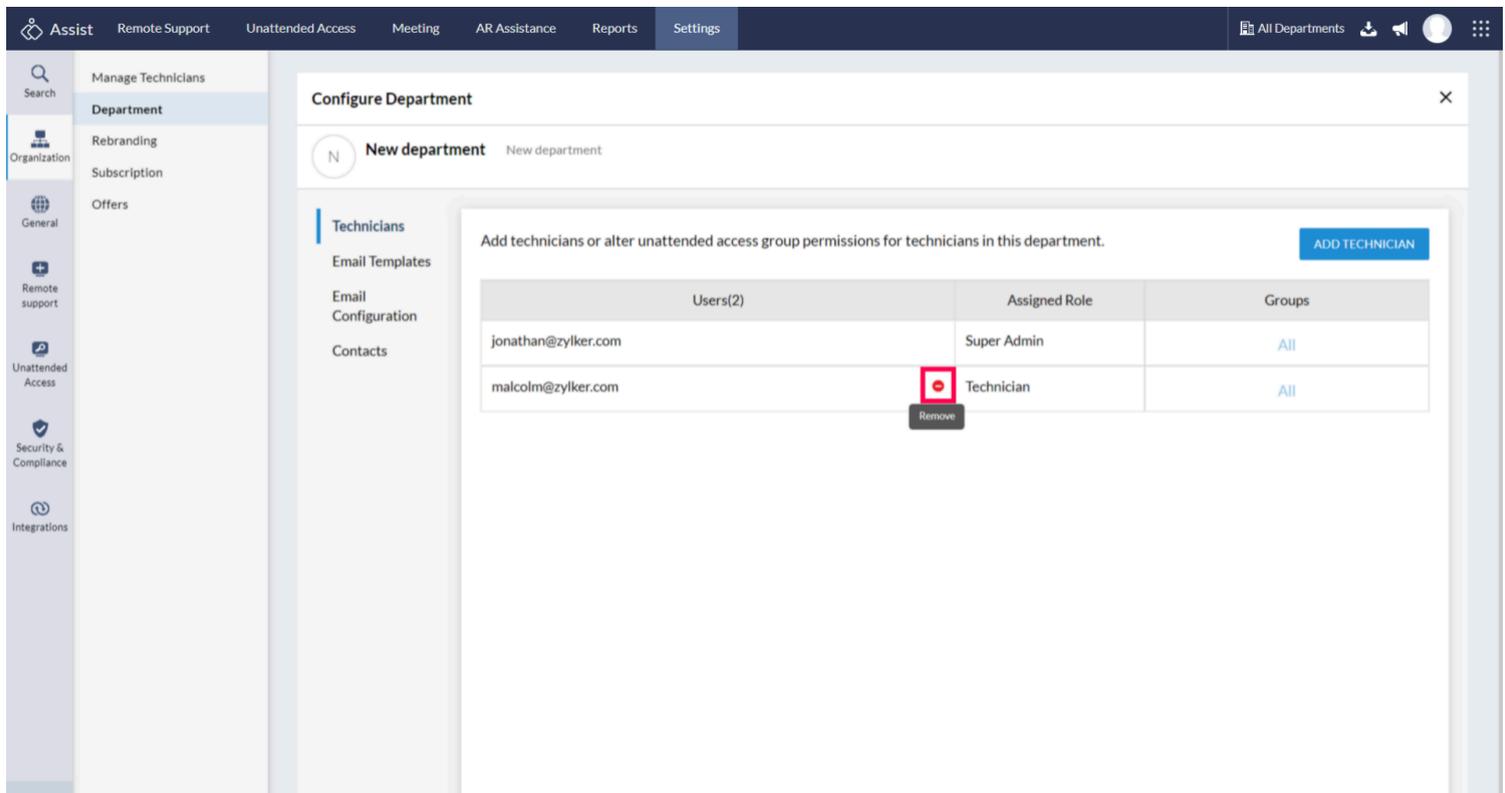


3. Select Technicians.

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



5. To remove technician click on  besides the technician.

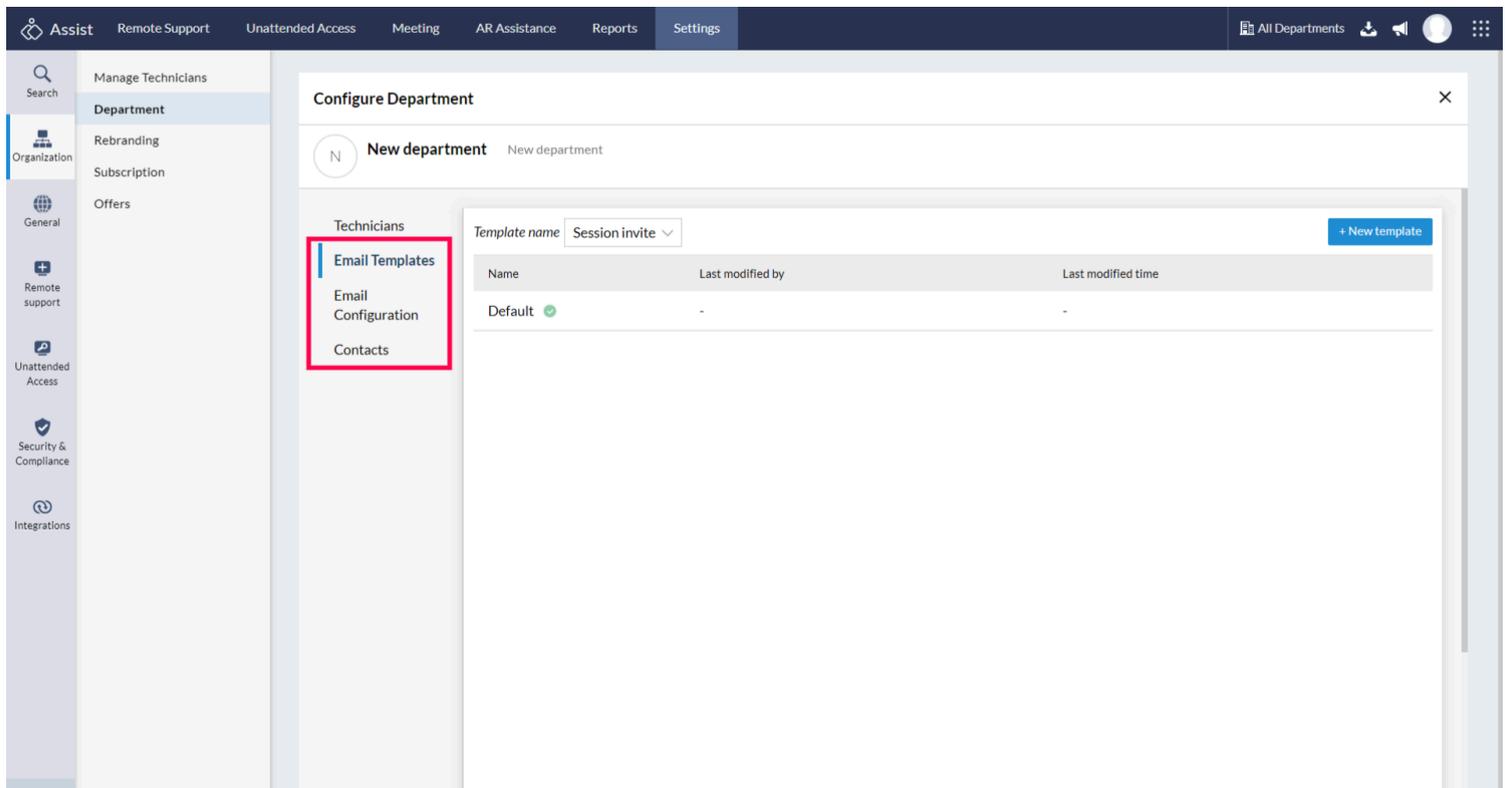


6. Unattended access group permissions given to the technician can be altered under Groups.

 **Note** : On downgrading your plan, the created departments will be disabled. They can be enabled again by upgrading to Enterprise Edition.

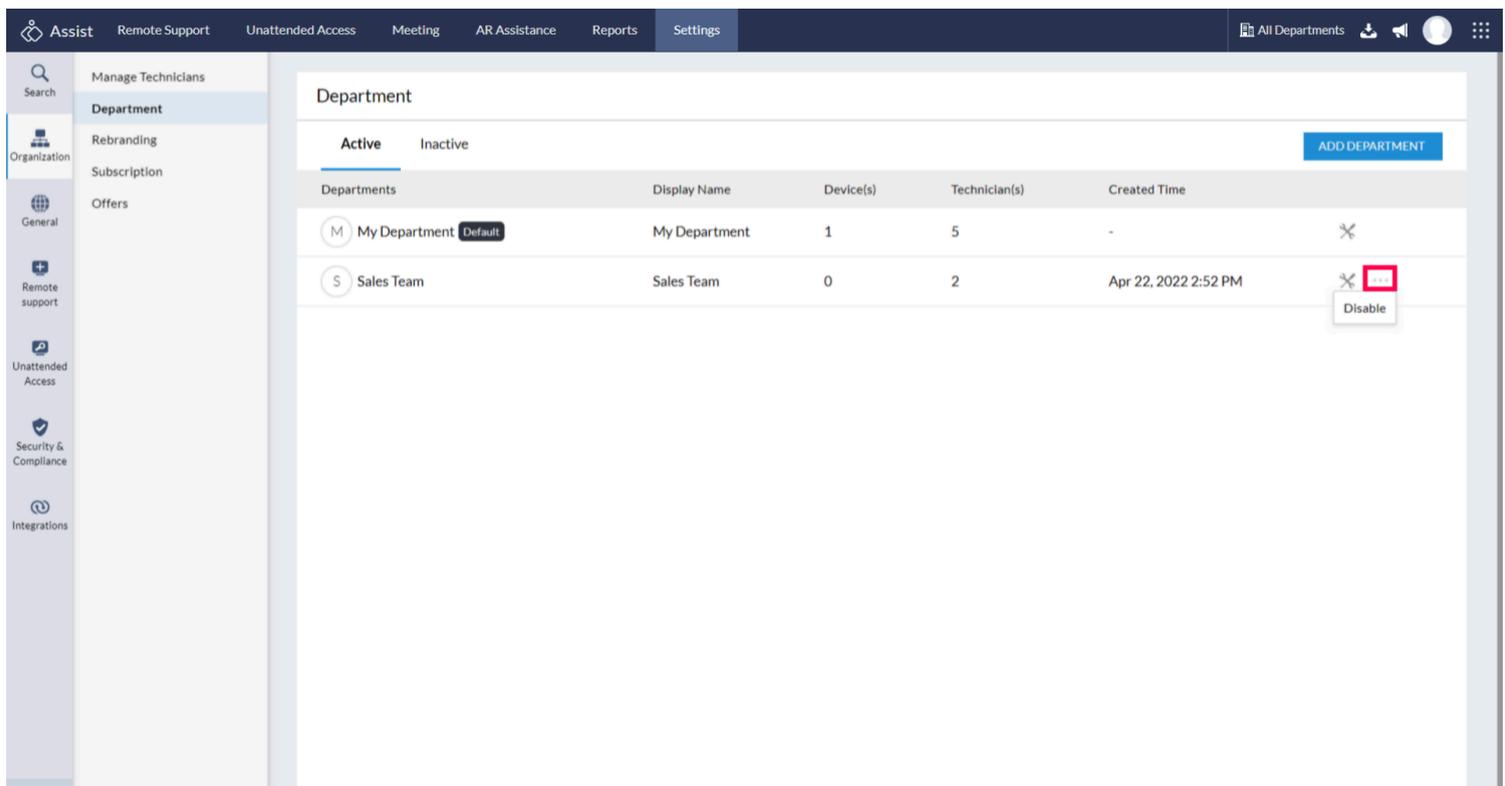
Customizing the department

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.



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.



 **Note** : Once a department is added, it cannot be deleted. It can only be disabled.