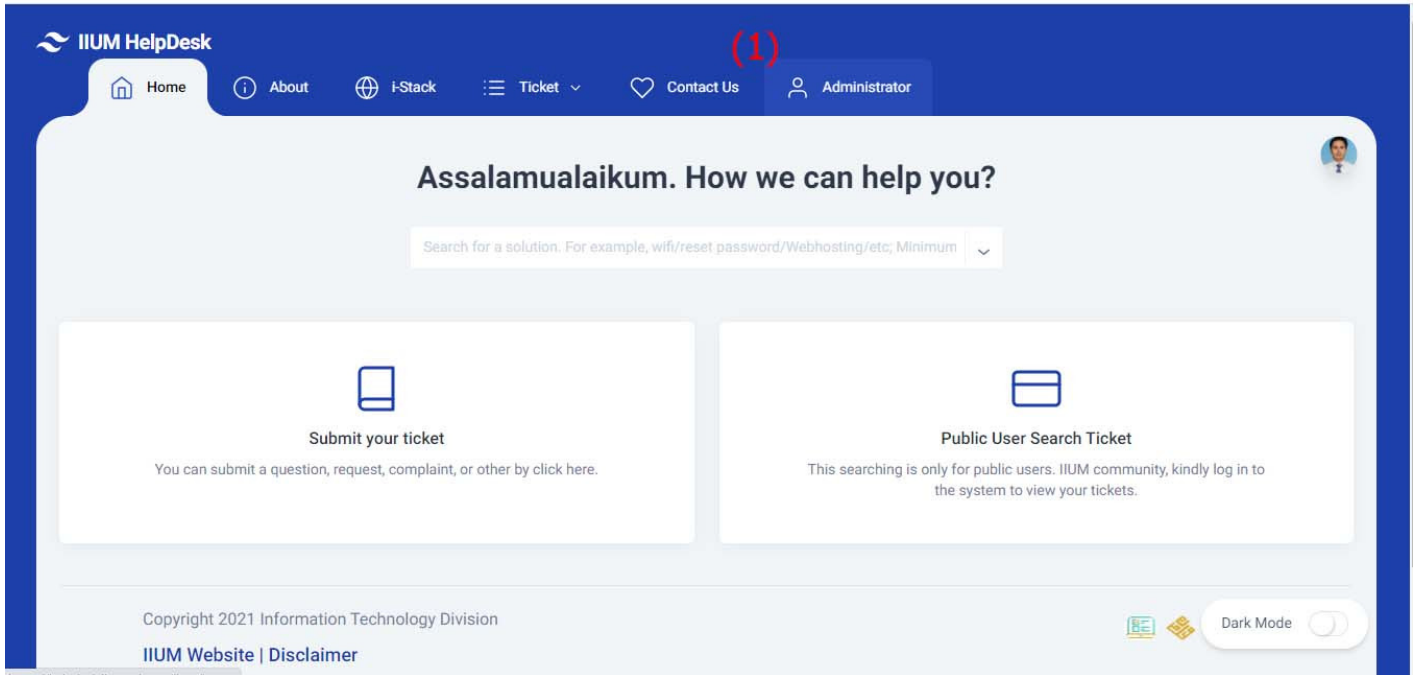


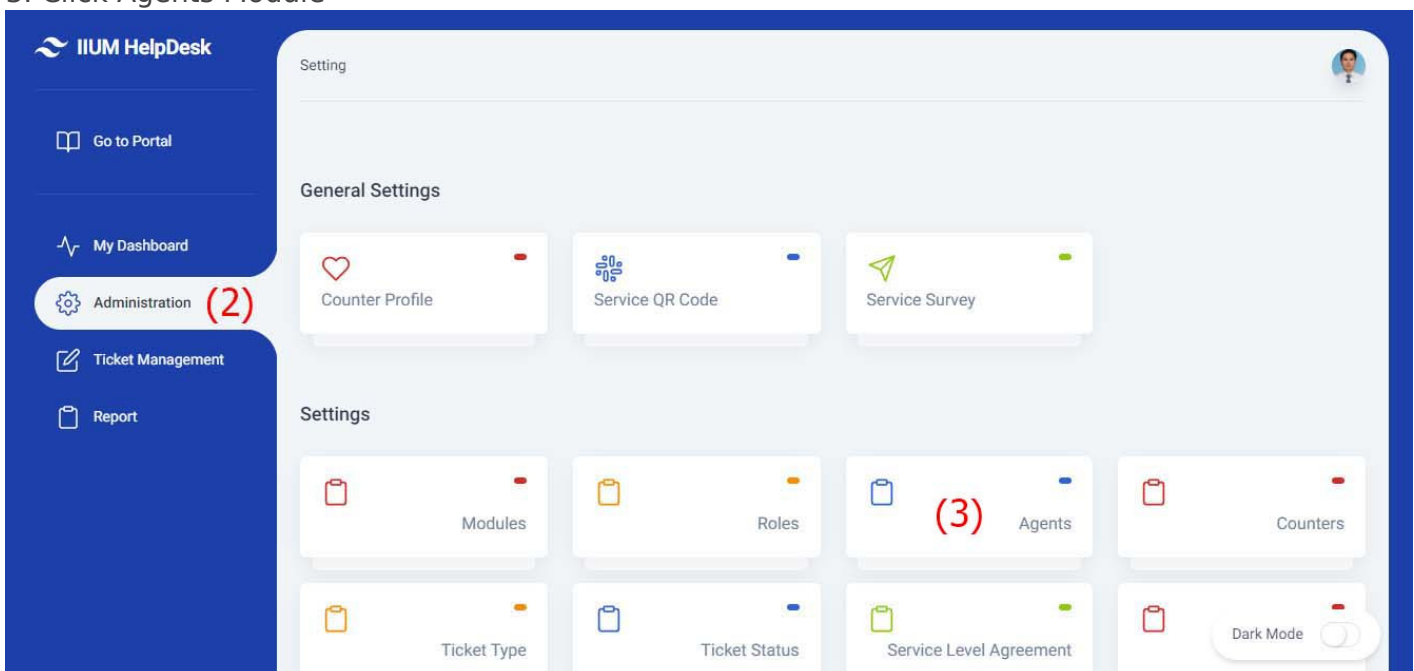
Super Admin - Manage Agent

1. Click Administrator Tab



2. Click Administration Menu

3. Click Agents Module



Create New Agent

4. Click Button New Agent

Helpdesk Agent

Search by staff no (4)

No	Staff No.	Staff Name	Role	Section/Unit	KCDIO	Status
1	4668	Mohd. Zulkifli Bin Nawawi	Super Administrator	Collaborative & Web Services	INFORMATION TECHNOLOGY DIVISION	Active
2	10419	Fathul Arif Bin Kamarudin	Service Desk Manager	Research Management Services	INFORMATION TECHNOLOGY DIVISION	Active
3	6139	Mohd Helmi Bin Johari	Support	Central Zoning	INFORMATION TECHNOLOGY DIVISION	Active

5. Key in agent's staff number & select from the listing

6. Key in role for agent

7. Click Submit button

Search Staff

 (5) 

-  5122
Zamzulaila Bt. Zakaria
-  5122
Zamzulaila Bt. Zakaria
-  6122
Maizura Binti Mohd. Zainudin
-  2122
Roslina Binti Hasan
-  3122
Hisyamuddin Bin Ismail
-  5122
Zamzulaila Bt. Zakaria
-  KT00122
Siti Izwani Binti Hanifah

Role

 (6) 

(7)

Update Agent

8. Click Agent from listing

Helpdesk Agent

No	Staff No.	Staff Name	Role	Section/Unit	KCDIO	Status
1	4668	Mohd. Zulkifli Bin Nawawi	Super Administrator	Collaborative & Web Services	INFORMATION TECHNOLOGY DIVISION	Active
2	10419	Fathul Arif Bin Kamarudin	Service Desk Manager	Research Management Services	INFORMATION TECHNOLOGY DIVISION (8)	Active
3	6139	Mohd Helmi Bin Johari	Support	Central Zoning	INFORMATION TECHNOLOGY DIVISION	Active

9. Update Agent's Role & Status

10. Click Update button

Agent

* Agent Name

Fathul Arif Bin Kamarudin

* KCDIOM

Information Technology Division

* Unit

Research Management Services

*Role

Service Desk Manager

* Status

ACTIVE

(9)

Update

(10)

Revision #1

Created Wed, Mar 16, 2022 10:04 AM by MOHD. ZULKIFLI BIN NAWAWI

Updated Wed, Jul 20, 2022 1:29 PM by

