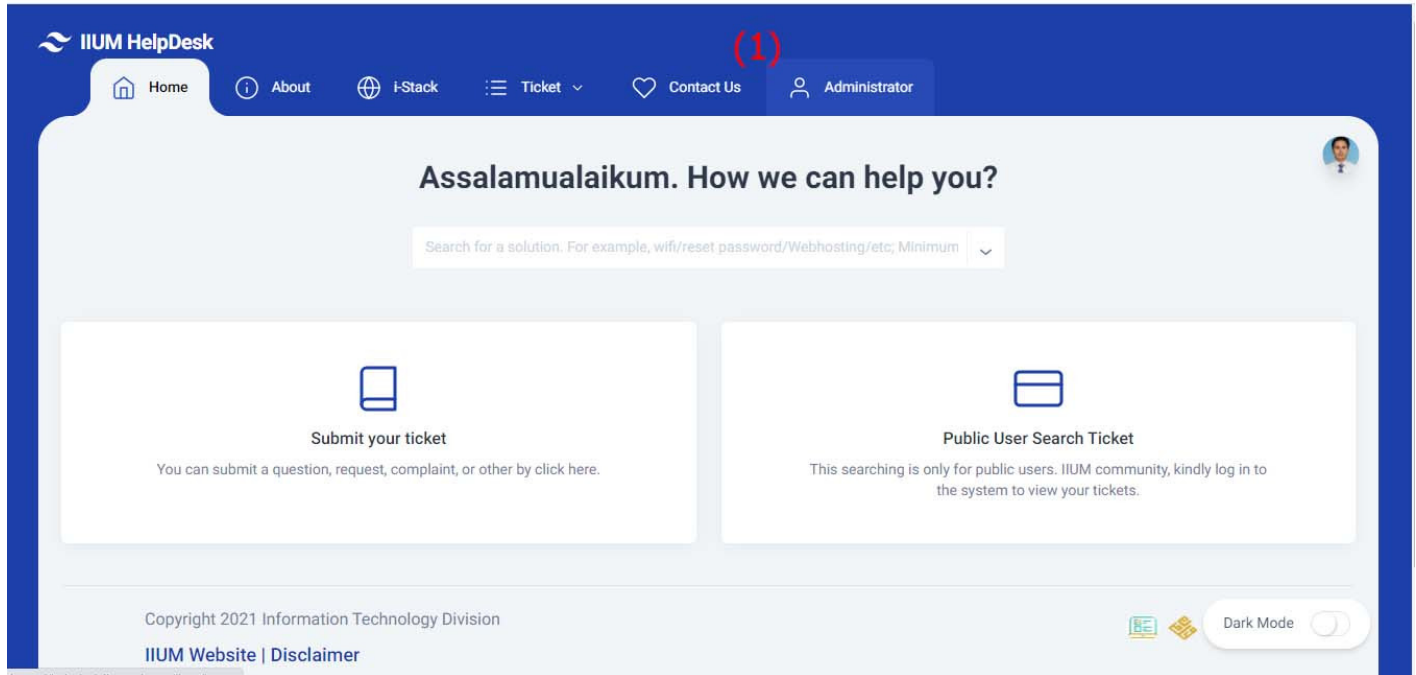


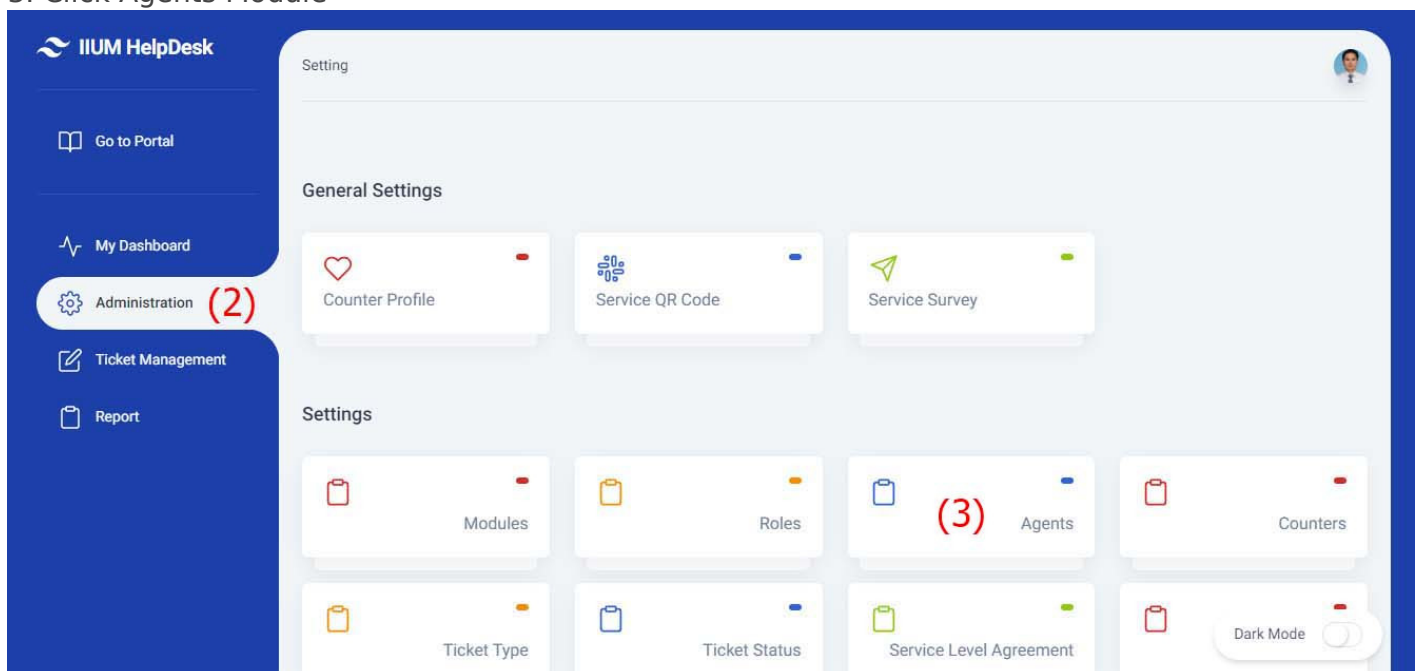
Super Admin - Manage Agent

1. Click Administrator Tab



2. Click Administration Menu

3. Click Agents Module



Create New Agent

4. Click Button New Agent

Helpdesk Agent

Go

(4) New 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	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

122

(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

- Please Select -

(6)

(7)

Cancel

Submit

Update Agent

8. Click Agent from listing

Helpdesk Agent

Search by staff no

Go

New 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

