PAF00804

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Portal User ID Create Request

Version: v2025.01

Terms & Conditions	Reference No :
• By submitting this request, the requester agrees to maintain the confidentiality of login credentials and not share them with unauthorized personnel. Any misuse of access may result in disciplinary action. • The requester agrees to use the provided User ID strictly for work-related activities and in compliance with the organization's IT policies. Unauthorized activities may lead to suspension or termination. • Access will be periodically reviewed. If the requester changes roles, resigns, or no longer requires access, it is their responsibility to notify the IT Security Team for deactivation. • All access granted must comply with the organization's security guidelines, regulatory requirements, and data protection policies. Any security breach resulting from negligence may lead to legal consequences.	Request Date: **April 07, 2025** Request Type: - ☒ Create New User ☐ Grant access to existing user Username (if user exist):

Requester Information

Name	:	Wahida Wali
Employee ID	:	200446
Designation	:	Assistant Manager – Contact Center & Complaint Management
Phone No.	:	01755607471	Email	:	wahida.wali@nagad.com.bd
Department	:	Customer Service	Division	:	Business Support & Service Assurance

Request Details

Portal Name / URL	:	CC Portal
Portal Role	:	CO
Access Mode	:	☒ Permanent ☐ Temporary
Beginning Time	:	
Till Date (if temporary)		
Purpose of Request	:	For Contact Center & Complaint Management related daily operational activity as per Business Requirement.

EMP IDs : 18092, 18093, 18094, 18095, 18096, 18097, 18098, 18099, 18100, 18101, 18012, 18103, 18104, 18105, 18106, 18107, 18108, 18109, 18110, 18111, 18112, 18113, 18114, 18115, 18116, 18117, 18118, 18119

Wahida
200446

Wahida
Signature with Date

Requester's Line Manager Approval

Name	:	Sabbir Ahmed
Employee ID	:	241174
Designation	:	SAVP - Service Operation Management
Phone No.	:	01322938819	Email	:	sabbir.ahmed@nagad.com.bd

I understand that it is my responsibility to confirm the justification (**Purpose of Request**) of the Access request mentioned by the requester.
Comment (if any):