



Portal User ID Create Request

Version: v2025.01

1 of 3 | Page

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Terms & Conditions

- 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.

Reference No:

Request Date: **May 21, 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	:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> 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: 18309, 18310, 18311, 18312, 18313, 18314, 18315, 18316, 18317, 18318, 18320, 18321, 18322, 18323, 18324, 18325, 18326, 18327, 18328, 18329, 18330, 18331, 18332, 18333, 18334, 18335, 18336, 18337, 18338

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):