

CRM Complaints Dashboard

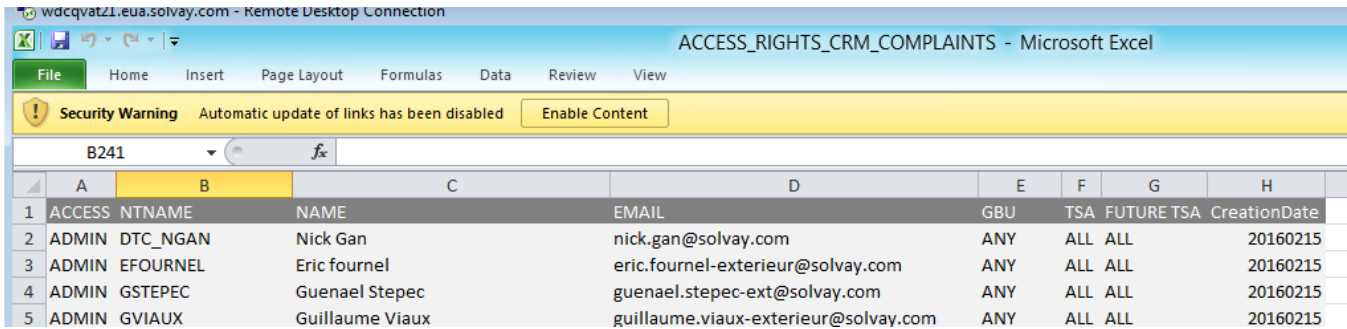
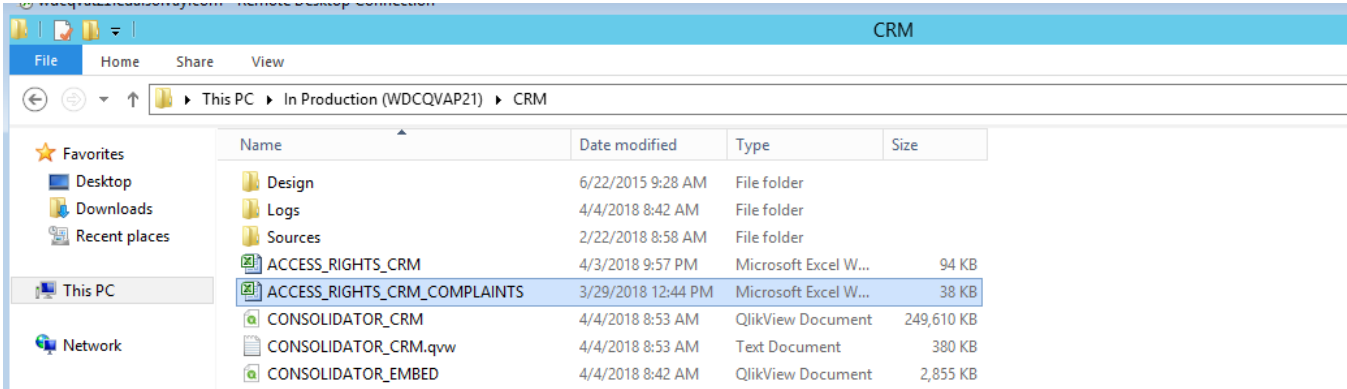
Check if the user is already existing / not from the QV usage

If it is a new request-> send for the validation to respective L0 Team

The validator itself will provide all the necessary access to be provided for the requested user.

Although the user may request to have different access but we must all go with the comments provided by the validator.

Go to the location and open the access excel as shown below



Fill all the necessary fields as stated by the validator

ACCESS – USER/ADMIN

NTNAME – NT UserName (Check and Type from LDAP)

NAME and **EMAIL** - Copy from LDAP

GBU - As per validator's comments

TSA and **Future TSA** - It is set as "ALL" and "SOLVAY"

Creation Date - Access created date