

?How do I convert a normal user to an agent

Deskpro Legacy - تعليقات (٠) - Ben Henley - 2023-08-31

:Question

Someone I want to act as an agent in the helpdesk has been added as a user. How do I
?upgrade them to an agent account

:Answer

Simply use their email address to create an agent in the admin interface. Deskpro will make them an agent, while preserving any information you added about them while they were a .user, any tickets they've created, etc