?How Do I Convert A Normal User to An Agent

Admin - تعليقات (٠) - Alexandra Mead - 2023-08-01

:Question

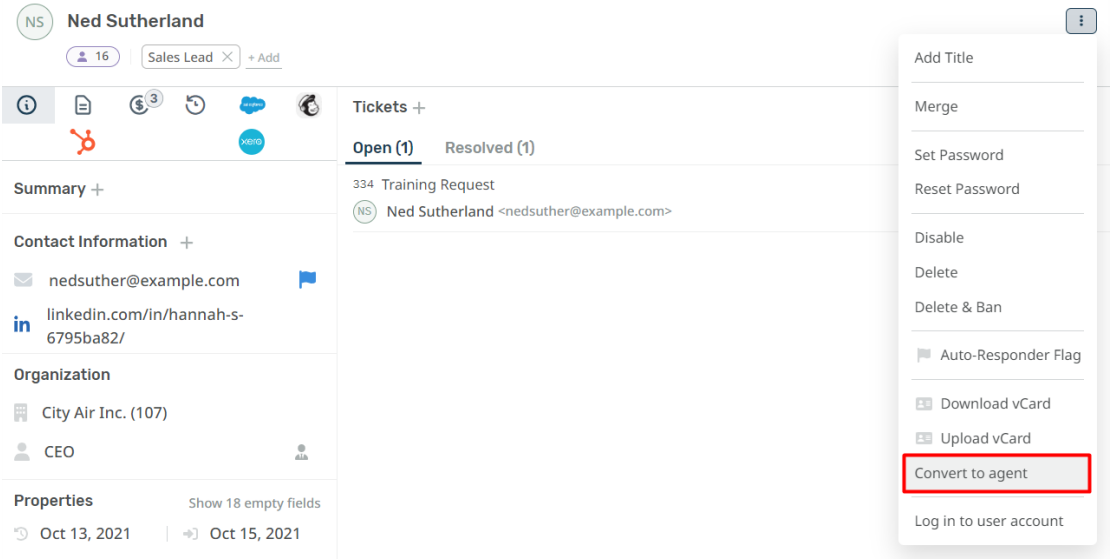
We have a user in the Helpdesk, but I want them to be able to respond to ?tickets. How do I upgrade them to an agent account

:Answer

It's easy to convert a User to an Agent. Go to **Admin > Agent Profiles** and create an Agent account using their email address. You will then be .prompted to convert the User account into a new Agent account

Once they're created, you will have control over the account properties and permissions from the Admin interface as with any other Agent account. Additionally, all of the information added to their account while they were a User will be preserved, including any properties, tickets .they've submitted, etc

You can also convert a User to an Agent from the **CRM**. Just open the User's profile and open the settings on the right-hand side and select .**Convert to agent**



Note

.Only agents with sufficient permissions will be able to convert a User account into an Agent