

Znalostní báze > Getting Started > Add Agents to your Helpdesk

Add Agents to your Helpdesk

Lara Proud - 2023-08-31 - Comments (0) - Getting Started

Now that you have some departments in your helpdesk, you need to add some of your staff to the helpdesk as Agents.

Agents are accounts within Deskpro that can be used to interact with your helpdesk. Before adding individuals as Agents it's a good idea to give them a heads up that they will be receiving an email notifying them of their new Deskpro account.

To add a new Agent to your helpdesk go to **Admin > Agents > Agent Profiles**. Click on the **+ New** button which will open a new Agent window where you can enter the account properties for the Agent you want to create.



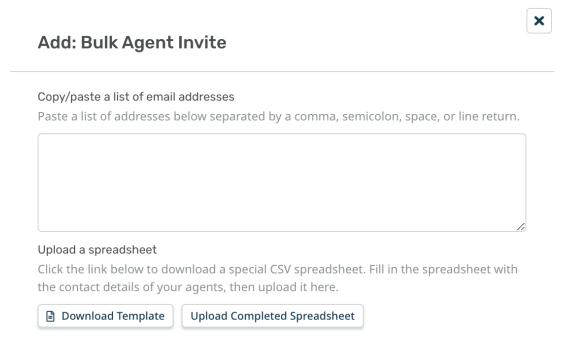
Add: New Agent

Display an alias to end-users and Address*	rofile	Image	
Display an alias to end-users imail Address*		Upload Image Delete	
Phone			
Phone	Name		
Phone			
Phone		Display an alias to end-users	
Phone	Email.	Address*	+ Add
Permission Groups (0 of 6 selected) Select All Phone number Select All Select All Support Team Sales Tr Support H HR team Customer Support Managers Complaints C			
Teams (0 of 8 selected) Select All Support Team Support Team Support Team Support Team Support Team Customer Support Managers Customer Support Managers Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Managers IT Support			
Teams (0 of 8 selected) Support Team Support Team Support HR team Customer Support Managers Complaints Customer Support Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) Show only selected All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Customer Support Support Time Zone	Phone		+ Add
© Support Team S Sales IT Support H HR team Customer Support Managers Complaints Complaints Complaints 2nd Line Support 221B Energy Support Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) Show only selected All Pornissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Support Time Zone	+44	Phone number	
© Support Team S Sales IT Support H HR team Customer Support Managers Complaints Complaints Complaints 2nd Line Support 221B Energy Support Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) Show only selected All Pornissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Support Time Zone			
Sales Tr Support H HR team Customer Support Managers Complaints Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) Show only selected All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Customer Support Time Zone	Teams	(0 of 8 selected)	Select All
H HR team Customer Support Managers Complaints 2nd Line Support		Support Team	
H HR team Customer Support Managers Dand Line Support Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) Show only selected All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Support Time Zone		\$ Sales	
Customer Support Managers Complaints 2nd Line Support Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Time Zone		IT Support	
Complaints ↑ 2nd Line Support ↑ 221B Energy Support ↑ Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. ↑ Reports Administrator Access ↑ A reports administrator and view and manage all dashboards, including the ones they are not added to. ↑ Permission Groups (0 of 6 selected) ↑ All Permissions ↑ All Non-Destructive Permissions ↑ Customer Support ↑ Customer Support ↑ Customer Support ↑ Customer Support ↑ Time Zone		HR team	
 ♠ 2nd Line Support ♠ 221B Energy Support Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Managers IT Support 		Customer Support Managers	
Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Time Zone		Complaints	
Administrator Access An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Time Zone		2nd Line Support	
An administrator can use the admin interface to change helpdesk settings. Since an administrator can modify all settings including permission, they have complete access to everything in the system. Reports Administrator Access A reports administrator and view and manage all dashboards, including the ones they are not added to. Permission Groups (0 of 6 selected) All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Managers IT Support		🎧 221B Energy Support	
All Permissions All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Managers IT Support	An ad admir to eve	ministrator can use the admin interface to change helpdesk settings istrator can modify all settings including permission, they have com rything in the system. Reports Administrator Access orts administrator and view and manage all dashboards, including the	plete access
All Non-Destructive Permissions Customer Support Trainees Customer Support Customer Support Managers IT Support	Permi	ssion Groups (0 of 6 selected) Show of	only selected
Customer Support Trainees Customer Support Customer Support Managers IT Support		All Permissions	
Customer Support Customer Support Managers IT Support		All Non-Destructive Permissions	
Customer Support Managers IT Support Time Zone		Customer Support Trainees	
IT Support		Customer Support	
Time Zone		Customer Support Managers	
		IT Support	
LIMEZODE			

Create

Cancel

You can also **Bulk Add** Agents, you do this by clicking on the dropdown from the **+ New** button and selecting **Bulk Add**.



You can bulk add Agents by listing the email addresses of all the individuals you want to add as Agents or by importing them by uploading a CSV spreadsheet containing their information.

When you create a new Agent account for someone, they receive an email notification with their login details and a copy of our <u>Agent Quickstart Guide</u>.

By default, when an Agent is created they will have all Permissions enabled, this can be changed through their Agent Permission settings, for more information read <u>Agent Permissions</u>.

For more detail on creating and managing Agents refer to the <u>Agents</u> section of the Admin Guide.

Or read the next article in **Getting Started** on <u>Linking your Communication Channels</u> to your helpdesk.