



 $\underline{Hj}\underline{@lpecenter} > \underline{Community} > \underline{Feature\ Request} > \underline{Agent\ locked\ out}$

Agent locked out Collecting Feedback

• NL Nathan Lennox

• Navn på forum: #Feature Request

Create a way for the admin to override the log in lockout with too many attempts on Agents to prevent them waiting 15 minuted to access helpdesk.