



 $\underline{Hilfe\text{-}Center} > \underline{Community} > \underline{Feature\ Request} > \underline{Agent\ locked\ out}$

Agent locked out Collecting Feedback

• NL Nathan Lennox

• Forenname: #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.