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## How Do I Convert A Normal User to An Agent?

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### 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**.

The screenshot displays the Deskpro CRM interface for a user profile. At the top, the user's name 'Ned Sutherland' is shown with a circular profile picture containing the initials 'NS'. Below the name, there are tags for '16' and 'Sales Lead', along with an '+ Add' button. The interface is divided into three main sections: a left sidebar with navigation icons, a central profile area, and a right-hand settings menu. The central area shows a 'Summary' section with a plus icon, followed by 'Contact Information' (including email 'nedsuther@example.com' and LinkedIn profile), 'Organization' (City Air Inc. (107) and CEO), and 'Properties' (showing dates 'Oct 13, 2021' and 'Oct 15, 2021'). The right-hand settings menu is open, listing various actions such as 'Add Title', 'Merge', 'Set Password', 'Reset Password', 'Disable', 'Delete', 'Delete & Ban', 'Auto-Responder Flag', 'Download vCard', 'Upload vCard', 'Convert to agent' (highlighted with a red box), and 'Log in to user account'. The 'Tickets' section on the right shows a list of tickets, with one ticket titled '334 Training Request' by 'Ned Sutherland <nedsuther@example.com>'.

### Note

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

