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Light agents Finished

- A Alex
- **Forum name:** #Feature Request

I think it would be a great idea to create 'Light Agents' An agent that can view and manipulate tickets, but has no customer contact. This allows for developers and QA staff to make notes attached to tickets with all the nitty-gritty details or internal bug tracking (i.e JIRA) so that support can see it, but not the customers. The support can then tweak the wording, to be more customer friendly and send a response back to the customer.

Comments (2)

Adam Smeets

10 years ago

Alex, could you control this with permissions out of the box, today?

Lara Proud

1 year ago

Hi Alex, great news! We've implemented [Lite Agents in Deskpro](#).

This role lets admins create read-only agents with customizable permissions, enabling team members outside of the help desk to assist with tickets without direct customer contact and without needing additional paid seats.

You can read the announcement [here](#). Thank you for your suggestion!