What is an agent?

Security Test - 2023-08-01 - [Comentarios (0)](#) - [General](#)

An agent is a member of your organization who uses your helpdesk and has an account that lets them access the agent interface to view user tickets, edit help content, etc.

Agents aren't necessarily full-time support staff. Your managers, administrators, and business analysts may need agent accounts.

You can control which of your agents can view the admin and reports interfaces. There are also extensive permission controls for the agent interface, so you can control exactly what agents can do.

Deskpro licensing is based on the number of agents accounts within the system. Agents cannot share logins. There's no limit to the number of users you can help.

If you need more information on what an Agent can do, please read our comprehensive [Agent Guide](#).

Contenido relacionado

- [How many users can I have?](#)