

What are Lite Agents?

Lara Proud - 2024-10-03 - Comments (0) - Sales, Billing & Consultancy

Seamless collaboration between teams is key to delivering exceptional customer experiences. In Deskpro, Lite Agents enable you to extend help desk access to employees beyond your support team. But what are Lite Agents, and how can they benefit your business?

What is a Lite Agent?

A Lite Agent is an agent with a limited set of permissions compared to a regular agent, they are essentially a **view-only team member** who gains visibility over issues to help contribute to more efficient ticket resolution.

While they can't perform all actions available to a full agent, they can still access essential functionalities that enable them to contribute effectively to the support process.

This makes Lite Agents an excellent choice for employees who need to collaborate with the support team but do not require full access to all support tools and features.

How can I get Lite Agents?

Lite Agents are available to customers on Deskpro Professional and Enterprise Plans. The number of Lite Agent seats included with each plan is as follows:

- **Professional Plan:** 50 Lite Agents included
- **Enterprise Plan:** 1,000 Lite Agents included

How can I benefit from Lite Agents?

There are several advantages to having Lite Agents available to your team, but the key benefits are the following:

Enhanced Inter-Team Collaboration

One of the main advantages of Lite Agents is their ability to integrate employees from various departments into the Helpdesk system. This integration facilitates smoother inter-team cooperation and transparency.

For instance, adding members from your Accounting or Human Resources teams as Lite

Agents allows them to view tickets when the support team requires their assistance. This seamless collaboration ensures that issues are resolved more efficiently and that all relevant stakeholders are kept in the loop.

Cost Efficiency

Another significant benefit of Lite Agents is cost savings. By only paying for full agent seats for personnel who need complete access to the help desk, you can reduce overall expenditures on your help desk software.

Lite Agents provide a cost-effective solution for involving more team members in the support process without the financial load of purchasing additional full agent licenses.

What can Lite Agents do in Deskpro?

Lite Agents in Deskpro have primarily view-only permissions with specific exceptions and controls:

- View tickets (except for those restricted through permissions set by an admin)
- View tickets assigned to them, their team, or where they are a follower
- Add notes to tickets
- Use the Tasks feature in full (create, edit, delete tasks)
- Edit their agent profile (name, avatar, contact information, timezone, language, 2FA, etc.)
- Receive notifications for ticket assignments and other events
- Reply to notification emails to add notes to tickets

Admins control Lite Agent permissions and access to various components in the help desk, such as CRM, Publish & Community, and Tasks.

Get Started with Lite Agents Today

If you're a Professional or Enterprise Plan customer, you can start utilizing Lite Agents today. Take a look at our Guides for more information on adding Lite Agents to your Workspace.

For more information or to upgrade your plan, check out the [Pricing](#) page for more details on the other features available on Professional or Enterprise, or [contact our sales team](#).

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