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Add Agents to your Helpdesk Lara Proud - 2023-08-31 - Comments (0) - Getting Started

Now that you have some departments in your helpdesk, you need to add some of your staff to the helpdesk as Agents.

Agents are accounts within Deskpro that can be used to interact with your helpdesk. Before adding individuals as Agents it's a good idea to give them a heads up that they will be receiving an email notifying them of their new Deskpro account.

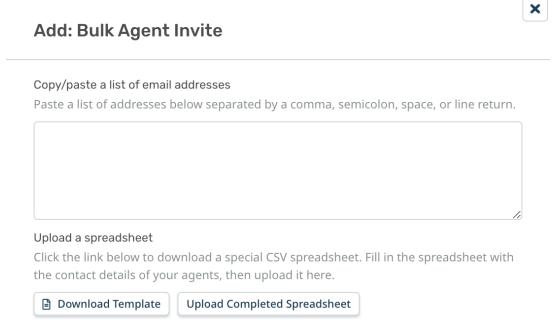
To add a new Agent to your helpdesk go to **Admin > Agents > Agent Profiles**. Click on the **+ New** button which will open a new Agent window where you can enter the account properties for the Agent you want to create.

Add: New Agent

Profile Image	
Upload Image Delete	
Name*	
Display an alias to end-users	
Email Address*	+ Ado
	1
Phone	+ Add
+44 Phone number	1
Teams (0 of 8 selected)	Select All
🗌 💮 Support Team	
Sales	
IT Support	
HR team	
Customer Support Managers	
Complaints	
□ ① 2nd Line Support	
221B Energy Support	
Administrator Access An administrator can use the admin interface to change helpdesk settin administrator can modify all settings including permission, they have co to everything in the system.	
Reports Administrator Access A reports administrator and view and manage all dashboards, including are not added to.	the ones they
Permission Groups (0 of 6 selected) Sho	w only selected
All Permissions	
All Non-Destructive Permissions	
Customer Support Trainees	
Customer Support	
Customer Support Managers	
IT Support	
Time Zone	
Timezone	
Create	Cancel

×

You can also **Bulk Add** Agents, you do this by clicking on the dropdown from the **+ New** button and selecting **Bulk Add**.



You can bulk add Agents by listing the email addresses of all the individuals you want to add as Agents or by importing them by uploading a CSV spreadsheet containing their information.

When you create a new Agent account for someone, they receive an email notification with their login details and a copy of our <u>Agent Quickstart Guide</u>.

By default, when an Agent is created they will have all Permissions enabled, this can be changed through their Agent Permission settings, for more information read <u>Agent</u> <u>Permissions</u>.

For more detail on creating and managing Agents refer to the <u>Agents</u> section of the Admin Guide.

Or read the next article in **Getting Started** on <u>Linking your Communication Channels</u> to your helpdesk.