

Elevate Team Collaboration with Lite Agents

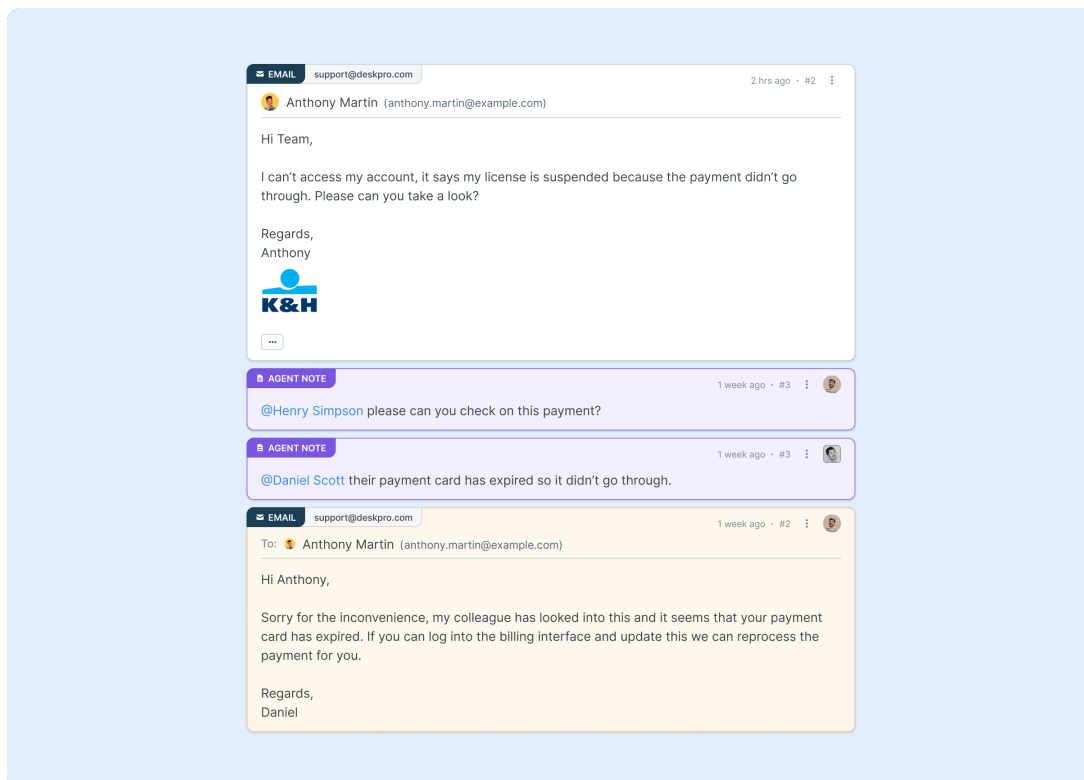
2024-10-08 - Lara Proud - Comments (0) - Product (Admin)

Seamless collaboration between teams is key to delivering exceptional customer experiences. That's why we're excited to announce the launch of our new Lite Agents feature!

Lite Agents allows you to extend help desk access to employees beyond your support team, enhancing inter-team cooperation and transparency.

What is a Lite Agent?

A Lite Agent is a team member in the help desk with limited permissions compared to a regular agent. They have view-only access but can still participate in the support process in meaningful ways, such as adding agent notes to tickets and creating tasks.



The screenshot displays a ticket interface with the following components:

- Email Thread:**
 - From:** support@deskpro.com (2 hrs ago · #2)
 - To:** Anthony Martin (anthony.martin@example.com)
 - Message:** "Hi Team, I can't access my account, it says my license is suspended because the payment didn't go through. Please can you take a look? Regards, Anthony" (includes K&H logo)
- Agent Notes:**
 - Note 1:** "@Henry Simpson please can you check on this payment?" (1 week ago · #3)
 - Note 2:** "@Daniel Scott their payment card has expired so it didn't go through." (1 week ago · #3)
- Response Email:**
 - From:** support@deskpro.com (1 week ago · #2)
 - To:** Anthony Martin (anthony.martin@example.com)
 - Message:** "Hi Anthony, Sorry for the inconvenience, my colleague has looked into this and it seems that your payment card has expired. If you can log into the billing interface and update this we can reprocess the payment for you. Regards, Daniel"

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

What can Lite Agents do?

The Lite Agents feature comes with levels of permissions that are designed to allow them to

support your team's success. These include:

- Viewing tickets and associated information
- Adding notes to tickets to contribute to the conversation
- Creating and managing Tasks to keep on top of work
- Receiving notifications to stay on top of important updates

Admins also control Lite Agent permissions and access to various components like CRM, Publish & Community, and Tasks.

Edit: Johnny Dallas id: 113

Properties **Permissions** Departments Notifications 2FA

Ticket

Can use the ticket system ☒

View & Edit Tickets Own Unassigned Followed Assigned

Can view tickets ☒ ☒ ☒ ☒

Can add notes to tickets ☒ ☒ ☒ ☒

People

Can view the CRM system ☒

Help Center

Can use the publish system ☒

Tasks

Can view tasks ☒

Profile

Can set own picture ☒

Save Discard Changes Delete

For all the details on what Lite Agents can do and how to configure them, you can check out the guides:

- [Creating Lite Agents](#)
- [Configuring Lite Agent Permissions](#)

How many Lite Agents can I have?

Lite Agents are available to customers on Deskpro Professional and Enterprise Plans. The limit varies based on your plan:

- **Professional:** 50 lite agents available
- **Enterprise:** 1,000 lite agents available

Get started using Lite Agents today to unlock the full collaborative potential of your team without purchasing additional agent seats.