How do I convert a normal user to an agent?

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

Someone I want to act as an agent in the helpdesk has been added as a user. How do I upgrade them to an agent account?

Answer:

Simply use their email address to create an agent in the admin interface. Deskpro will make them an agent, while preserving any information you added about them while they were a user, any tickets they've created, etc.