



[Kunnskapsbase](#) > [Using Deskpro](#) > [Admin](#) > [How Do I Convert A Normal User to An Agent?](#)

How Do I Convert A Normal User to An Agent?

Alexandra Mead - 2023-08-01 - [Kommentarer \(0\)](#) - [Admin](#)

Question:

We have a user in the Helpdesk, but I want them to be able to respond to tickets. How do I upgrade them to an agent account?

Answer:

It's easy to convert a User to an Agent. Go to **Admin > Agent Profiles** and create an Agent account using their email address. You will then be prompted to convert the User account into a new Agent account.

Once they're created, you will have control over the account properties and permissions from the Admin interface as with any other Agent account. Additionally, all of the information added to their account while they were a User will be preserved, including any properties, tickets they've submitted, etc.

You can also convert a User to an Agent from the **CRM**. Just open the User's profile and open the settings on the right-hand side and select **Convert to agent**.

The screenshot displays the Deskpro CRM interface for a user profile. At the top, the user's name 'Ned Sutherland' is shown with a profile icon and a 'Sales Lead' tag. Below this, there are icons for various features like tickets, contacts, and settings. The main section of the profile is divided into three parts: 'Summary', 'Contact Information', and 'Organization'. The 'Summary' section shows the user's name and email address. The 'Contact Information' section lists the email address 'nedsuther@example.com' and a LinkedIn profile. The 'Organization' section shows the company 'City Air Inc. (107)' and the user's role 'CEO'. To the right of the profile, there is a 'Tickets' section with a list of tickets. The first ticket is titled '334 Training Request' and is assigned to 'Ned Sutherland <nedsuther@example.com>'. On the far right, a settings menu is open, showing options like 'Add Title', 'Merge', 'Set Password', 'Reset Password', 'Disable', 'Delete', 'Delete & Ban', 'Auto-Responder Flag', 'Download vCard', 'Upload vCard', 'Convert to agent', and 'Log in to user account'. The 'Convert to agent' option is highlighted with a red rectangular box.

Note

Only agents with sufficient permissions will be able to convert a User account into an Agent.

