

Article 1: Adding a New Agent

[Test AI Answer Helpdesk Articles](#) - [تعليقات \(.\)](#) - Owen Wakeman - 2026-06-28

Overview

.This article explains how to add a new agent to the help desk so they can start handling tickets

Steps

- 1 .Sign in as an administrator or user with agent management permissions
- 2 .Navigate to the **Agents** or **Users** section
- 3 .Select **Add New Agent**
- 4 .Enter the agent's basic details, such as name and email address
- 5 .Assign an initial role or permission level
- 6 .Save the changes and send an invitation if required

Notes

- .New agents may need to activate their account via email
- .Permissions can be adjusted later if needed