

## Article 2: Managing Agent Permissions

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### Overview

.Agent permissions control what actions an agent can perform within the help desk

### Common Permission Types

- Viewing tickets
- Responding to tickets
- Managing users or agents
- Accessing reports and settings

### How to Update Permissions

1. Open the agent's profile
2. Locate the **Permissions** or **Roles** section
3. Enable or disable permissions as needed
4. Save your changes

### Best Practices

- Follow the principle of least privilege
- Review permissions regularly