

## Article 3: Editing Agent Details

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### Overview

.You can update agent information at any time to keep records accurate

### Editable Information

- Name •
- Email address •
- Job title •
- Team or department assignment •

### Steps

- .Go to the agent management area .1
- .Select the agent you want to update .2
- .Make the necessary changes .3
- .Save the updated details .4

### Tip

- .Changes may affect how tickets are assigned or displayed •