Deskpro

Article 3: Editing Agent Details

Test AI Answer Helpdesk Articles - (۰) تعليقات - Owen Wakeman - 2026-04-17

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

1. Go to the agent management area.

2. Select the agent you want to update.

3. Make the necessary changes.

4. Save the updated details.

Tip

- Changes may affect how tickets are assigned or displayed.