

Article 4: Deactivating an Agent Account

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Overview

.Deactivating an agent prevents them from accessing the help desk without deleting their data

When to Deactivate

- An agent leaves the organization
- Temporary leave or suspension
- Role changes that no longer require access

Steps

1. Open the agent's profile
2. Select **Deactivate Account**
3. Confirm the action

What Happens Next

- The agent can no longer log in
- Existing tickets remain in the system