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Article 1: Adding a New Agent

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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.