

# Deskpro

[Knowledgebase](#) > [Test AI Answer Helpdesk Articles](#) > [Article 3: Editing Agent Details](#)

## Article 3: Editing Agent Details

Owen Wakeman - 2026-06-28 - [Comments \(0\)](#) - [Test AI Answer Helpdesk Articles](#)

### 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.