

# Deskpro

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## 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

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.