

Deskpro

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Article 2: Managing Agent Permissions

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Overview

Agent permissions control what actions an agent can perform within the help desk.

Common Permission Types

- Viewing tickets
- Responding to tickets
- Managing users or agents
- Accessing reports and settings

How to Update Permissions

1. Open the agent's profile.
2. Locate the **Permissions** or **Roles** section.
3. Enable or disable permissions as needed.
4. Save your changes.

Best Practices

- Follow the principle of least privilege.
- Review permissions regularly.