

# Deskpro

[База знаний](#) > [Test AI Answer Helpdesk Articles](#) > [Article 2: Managing Agent Permissions](#)

## Article 2: Managing Agent Permissions

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

### 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.