Deskpro

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.