Deskpro

Article 4: Deactivating an Agent Account

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Overview
Deactivating an agent prevents them from accessing the help desk without deleting their data.

When to Deactivate

- An agent leaves the organization

- Temporary leave or suspension

- Role changes that no longer require access

Steps

1. Open the agent's profile.

2. Select **Deactivate Account**.

3. Confirm the action.

What Happens Next

- The agent can no longer log in.

- Existing tickets remain in the system.