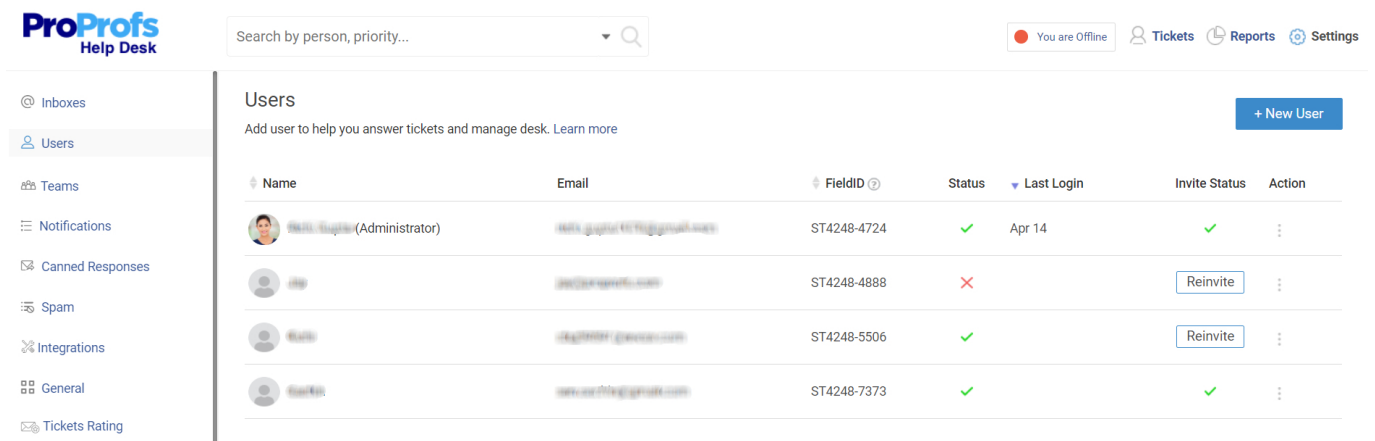


How to Add Agents to Your Help Desk Account

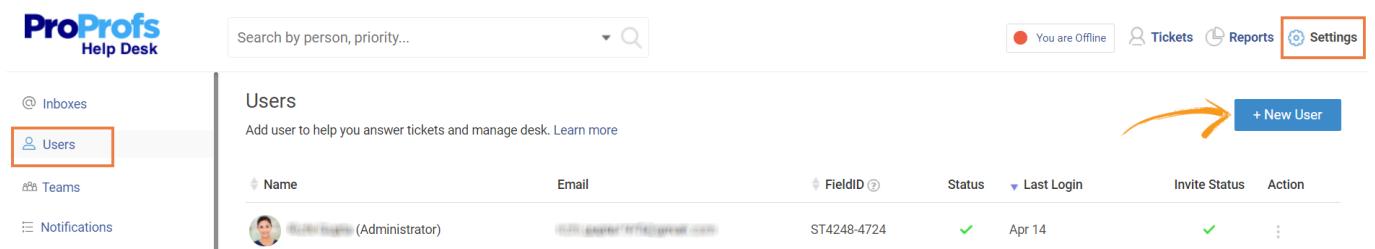
Help Desk Agents are the users who are responsible for handling tickets. Their work includes responding to customers, closing tickets, changing ticket details, moving tickets from one category to another, adding tags, etc. Simply put, an agent is a person who works with customer requests.

Here's how the agents will appear after adding:



Follow these steps to learn how to add an agent to the Help Desk:

Step 1: Go to your help desk account settings >> Users and click +New User.



Step 2: You will be re-directed to the 'Add a New User' form. Enter the details of the new user.

Add a New User

Add a new user and select team(s) that you want them to be part of.

Name

Email

Phone

Teams [?](#)

Role [?](#)

Allow this user to mark a ticket as spam [?](#)

Assign Tickets Automatically [?](#)

Signature [?](#)

Insert Image

Name: Enter the name of the agent.

Email: Enter the email of the agent.

Phone: Enter the phone number of the agent.

Teams: Designate the team that the agent will be a part of.

Role: Assign a role to the agent. There are three roles an agent can have. He can either be **Staff**, **Manager**, or **Admin**. Each role is unique and provides selective access to certain features.

Allow this user to mark a ticket as spam: You can permit this user to mark a ticket as spam. In doing so, you won't receive new tickets from the email address used to send the ticket marked as spam.

Assign Tickets Automatically: Enable this option to automatically assign tickets to online agents based on Round-robin.

Signature & Insert Image: You can either enter the [agent signature here or provide its URL](#). The signature entered here would automatically be inserted at the end of each email that the agent sends.

For More Help Desk Customization Options

Video About: [How to Customize Your Customer Support System](#)

Related Articles:

- [How to Set up and Configure Your Inbox?](#)
- [How does Support Agent Interface Works?](#)
- [How to Organize Tickets?](#)