Agents

Displays a list of agents.

Select user to edit or click **+ NEW**

The agent's profile is created by name, username, email and possible permission groups.

Signature is used when sending by email from a case. Press the «Signature» button in the email dialog box. (Applies to email in Problem and Change. Email in Servicedesk automatically completes signature.)

If things are to be synchronized to Outlook Calendar, Exchange account is set up here.

Team is optional and can be created to group agents. With teams, a case can be assigned to a team or to team agents.