Adding Support Staff/Agents

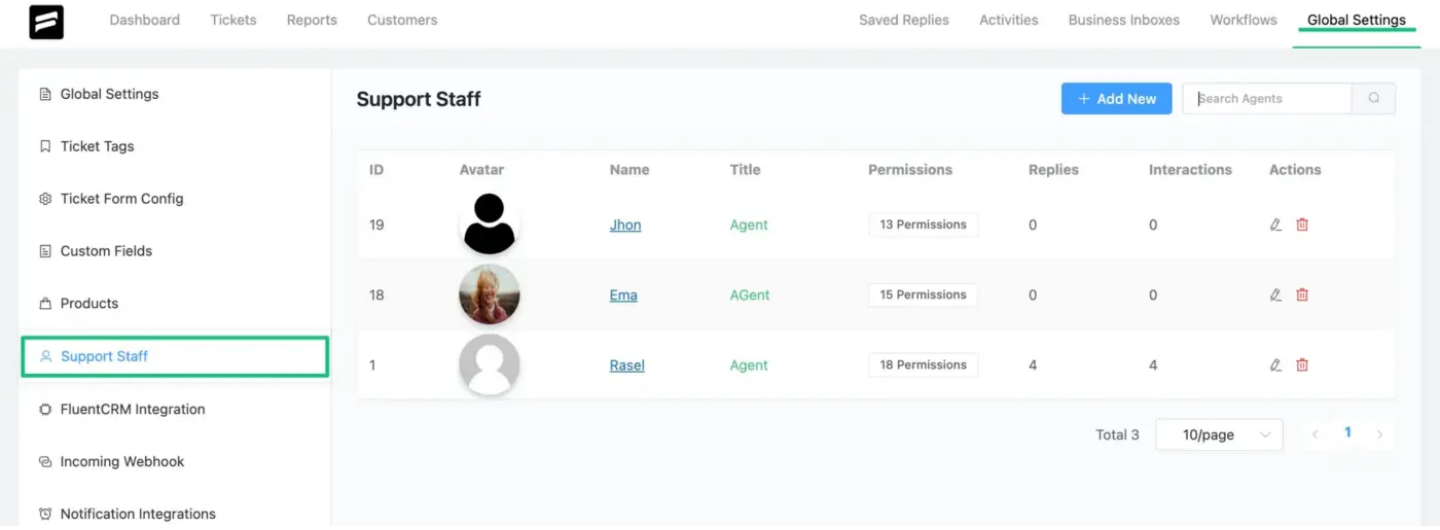
Business Management · https://fluentsupport.com/docs/adding-support-staffs-agents/

Fluent Support allows you to add **Agents / Staff** for your tickets, as well as some **Permissions** and **Settings** for managing agents. This article will guide you through the steps to how to add **Support Staff / Agents** and about the settings and permission for Agents.

Add Support Staff/Agents

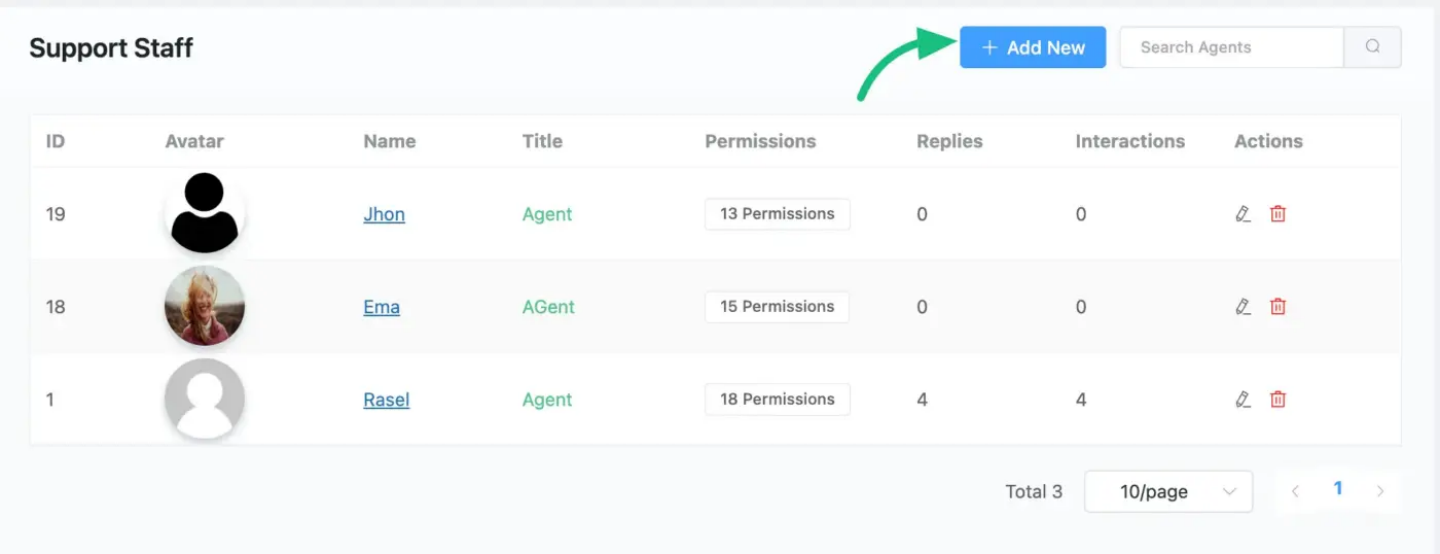
To learn how to add Support Staff for your WordPress site with Fluent Support, follow the steps with the screenshots below —

Go to **Global Settings** from your **Fluent Support Dashboard** and click on **Support Staff** from the left sidebar.



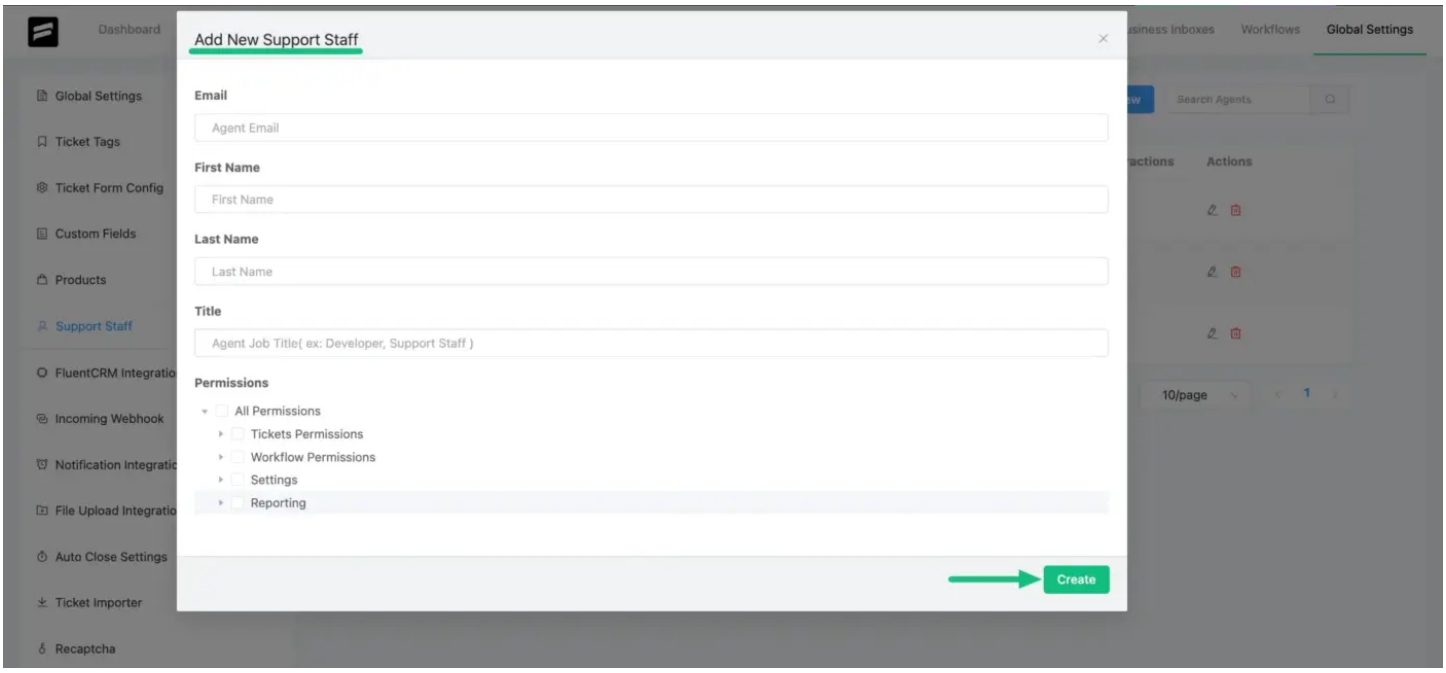
Click the **Add New** button to add a Support **Agent**/**Staff** and a pop-up window will appear for adding information about the Agent/Staff.

You can only add your **WordPress Site User** as your support **Agent/Staff**.



Here you have to give the Email, First Name, Last Name, Title (Job Title), and **permissions** for the Agent/Staff.

Once you are done, click on the **Create** button to finish the process.



This is how you can add as many new staff/agents as you need!

If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.