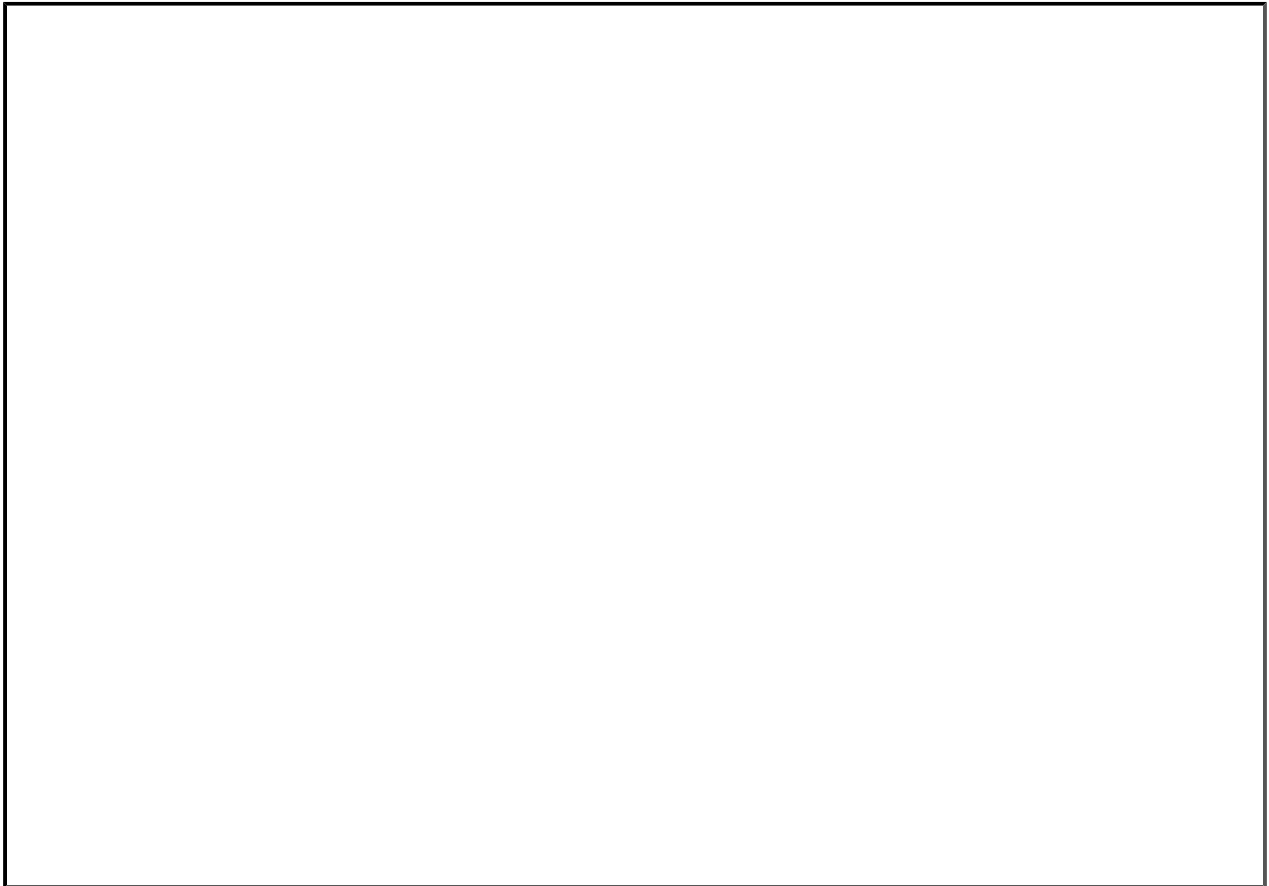


Configuring permissions in a helpdesk is important because it ensures that sensitive information and data is kept secure and only accessible by authorized personnel. By setting permissions, you can control who has access to certain information and functionalities within the helpdesk. This helps to prevent unauthorized access and misuse of information. In addition, by granting access to the right information and functionalities, helpdesk agents can respond to customer inquiries more efficiently and effectively. This leads to improved customer satisfaction. In this video, we'll show you how to configure permissions in Gridlex Zip.



If you need any help with any feature, data migration of your old data, or anything at all, just email [apps@gridlex.com](mailto:apps@gridlex.com) and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.