

Usage of Service Desk Projects in HelpDesk

Some features provided by HelpDesk don't apply to Service Desk projects, for example helpdesk-users can not see issue [transition](#) buttons even if they have permission to do this.

To solve this problem without giving agent license to regular helpdesk-users it is needed to add [HelpDesk Superuser](#) to Service Desk agents. Then all issues transitions will be made by HelpDesk-users if they have permissions to by adding a user to agents for just one moment and then returning user back to helpdesk group.

Please notice that this process requires 1 spare Service Desk agent license.