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Retain reporting data on tickets after they are deleted Collecting Feedback

• K Kenneth

• اسم المنتدى: # Feature Request

.Data retention rules (GDPR for example) can mean that tickets need to be deleted after a certain amount of time

Once deleted from the system completely (when the recycle bin is purged) it isn't possible to report on these tickets at all

.It would be useful if you could continue to reference these in certain reports

Obviously the user details shouldn't be accessible but it would be nice if you could still count tickets based on department, date created, labels etc after deletion