

## ?Can I import data from other systems or helpdesks

Sysadmin - (.) تعليقات - Sangeetha Lakshminarayana - 2023-09-20

We know how important your data is; data portability is part of our company's core values. The Deskpro team has put a lot of effort into helping you migrate your data into Deskpro.

:You have a number of options on how to proceed

### **I just want to import users and organizations .1**

Deskpro includes a tool to upload a CSV of your user data directly from within the admin interface. This works on both On-Premise and Cloud deployments of Deskpro

If you have users from another system and you want to quickly create Deskpro accounts for them, you can import a CSV file via the admin interface. The CSV importer can be found in

**.Admin > Data> Importer**

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### **Importing agent data .2**

You can import agent data in the admin interface under **Agents > Agent Profiles > Click** on the arrow next to **+ New > Bulk Add**

You can either bulk invite agents by supplying a list of email addresses, or upload their details in a CSV template

### **I'm using a different helpdesk .3**

.You can migrate from another helpdesk to Deskpro using this [tool](#)

### **Importing ticket data .4**

If you want to import help desk data from an alternative external system, you can either use the Deskpro API (requires coding skills), or we can import data for you on a consultancy basis - please contact [support@deskpro.com](mailto:support@deskpro.com) if this is something you are interested in

Deskpro On-Premise customers also have the option to write their own advanced importer.

.( More details can be found [here](#).(see point 3