

## Can I import the tickets and other information from my ?legacy helpdesk

Data Import & Export - (.) تعليقات - Ben Henley - 2023-10-06

### :Question

?I'm switching from a different helpdesk. Can I import all my data from there into Deskpro

### :Answer

**Depending on the data, there are different ways to import the data you need into  
.Deskpro from your old system**

#### User Data

Deskpro has an in-product User and Organization CSV import tool.


:This can be found in Admin > Data > Importer


### Importer

The importer allows you to import CRM data in the CSV format into Deskpro. To begin select a data source.


CRM Importer

Users

 Import Now

Import History 

Organizations

 Import Now

#### Ticket & Knowledge Data

Deskpro is partnered with a 3rd party tool for running imports of tickets and other  
.content such as Knowledgebase articles

If you are interested in having your tickets imported with our 3rd party, please contact  
[sales@deskpro.com](mailto:sales@deskpro.com) with the name of the tool you would like to import from and the  
.number of objects to import e.g. 60000 tickets and 100 articles