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?How do I bulk delete tickets

[Admin](#) - [تعليقات \(.\)](#) - Ben Henley - 2023-10-03

Question

I have a lot of tickets that I want to get rid of. Bulk deleting them from the agent interface is taking too long.
?What can I do

Answer

There is no performance reason to delete old tickets in Deskpro. If you have over a million tickets and find that
.the agent interface is slow, enable [ticket archiving](#) to restore performance

Think carefully before you delete old tickets. Doing this removes a valuable source of information for your
agents, who can search your previous tickets to see if a problem has been reported before and how it was
.solved

However, if you need to delete existing tickets in bulk, you can do it using the [Deskpro API](#). This requires basic
programming skills in any language that can send requests over HTTP. If you can't do this yourself, please
.contact support@deskpro.com for a quote

Filtering tickets as they're created

You may get a lot of useless tickets being created from email delivery failure notifications. See [this article for
.how to automatically delete these with a trigger](#)

If you are getting tickets being created from spam emails, configure your email account/server to apply a spam
.filter before forwarding messages to Deskpro. Deskpro does not have its own spam filter

Deleting old tickets

If you don't want to retain tickets over a certain age, create an [escalation](#) that deletes tickets after they have
been in the resolved status e.g. a month. The escalation will only work on tickets that are created after you make
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