

<u>Using Deskpro</u> > <u>Admin</u> > <u>Configuration</u> > <u>Ticket counts displaying incorrectly after using</u> < <u>Reset Helpdesk feature</u>

Ticket counts displaying incorrectly after using Reset Helpdesk feature

<u>Configuration</u> - <u>تعليقات (۱)</u> - Ben Henley - 2023-09-11

.If you've used the Reset Helpdesk feature to delete your test tickets in Admin > Reset Helpdesk

OVERVIEW	Reset Helpdesk	нер
CONFIGURATION ^	You can reset your Deskpro Helpdesk to revert unwanted changes.	
👾 Branding		
Canguages & Locales		
筑 Phrase Translation		
Business Hours		
🖏 Reset Helpdesk		
CHANNELS	Deskpro Helpdesk Reset	Reset Helpdesk
		Reset everything but your admin account. For security reasons, this feature is disabled 90 days after your account was created. Your last chance to reset the database will be 2023-12-07
AGENTS		TORS OF DOMAGE HILDS FOR T
		Configure Reset Data
HELP CENTER		Configure exactly what will be reset.

Note

For security reasons, the reset helpdesk feature is only available for 90 days. This is because once you've reset .the helpdesk **all the data will be deleted permanently**

The counts of tickets in the agent interface Navigation Panel might still include the old tickets, you can remove them by enabling Ticket Archiving. Go to Admin > Ticket Structure > Statuses > Archived, then toggle the :setting to Enable Archived Status

	×
Edit: Archived	id: archived
Once a ticket is archived, a user cannot re-open it. Agents can re tickets.	e-open archived
Ticket count	
0	
Enable Archived Status	

:On the same menu, then click **Reset search index** to reset the counts to zero

Reset search index

Reset

When archiving is enabled, Deskpro uses a special optimized search index that filters are run off of. This allows the system to improve performance of filters.

If there was a problem with the helpdesk such as an error or database problem, it is possible the search index became misaligned and may need resetting.

You can disable archiving after this if you would prefer to not use the archive status. Note that archiving is .(typically only needed for helpdesks with a large number of tickets (over 1 million

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<u>?How do I delete all my test tickets</u> •