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Setting Up an Escalation for Data Retention in Deskpro

[Business Rules](#) - [تعليقات \(.\)](#) - Kim - 2024-08-01

Escalations in Deskpro are a useful tool for managing data retention. You can configure tickets to be archived or deleted after a specific period, helping you comply with data retention policies

:Step-by-Step Guide

:Navigate to Escalations

Go to Admin > Business Rules > Escalations > + New

:Select the Event

"...Choose the event "The ticket has been resolved for •

.Set the duration (weeks or years) to determine how long the ticket will remain before being deleted •

2 Event

The ticket has been resolved for... 2 years

:(Configure Criteria (Optional

Criteria can be set to customize the escalation. For instance, you might choose to escalate tickets that have a certain label. In the example, you can see we're selecting tickets that have the label 'Contains contact info'.

3 Criteria

Criteria that must match for the escalation to apply to a ticket.

When the following conditions are met:

Labels contains Contains contact info X

And any of the following conditions are met:

Select... Select...

:Define Actions

.Specify the action to be taken on the ticket: either archive or delete •

".You can also define the reason for the action, such as "Data retention •

4 Actions

These actions will apply when all of the criteria pass.

| Then | the following actions will run |
|------|---|
| | <div data-bbox="343 273 1248 385"><div data-bbox="343 273 790 324"><input type="checkbox"/> Delete ticket</div><div data-bbox="798 273 1248 324"><input checked="" type="checkbox"/> Define reason for delete</div><div data-bbox="798 324 1248 385">Reason <input type="text" value="Data retention"/></div></div> <div data-bbox="1252 313 1329 347"><input type="button" value="🗑️"/> <input type="button" value="+"/></div> |