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Setting Up an Escalation for Data Retention in Deskpro

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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

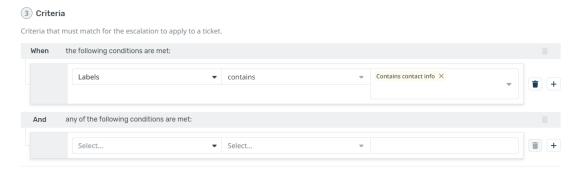
:Select the Event

- "...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



:(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



:Define Actions

- . Specify the action to be taken on the ticket: either archive or delete ullet
- ".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.

