Improve helpdesk performance with lots of tickets

Admin - (٠) تعليقات - Lara Proud - 2023-06-19

If you have a large number of resolved tickets in your helpdesk (i.e., over 1 million) and you are noticing slow performance in the Agent interface, you should enable Ticket Archiving to improve overall performance.

To enable Ticket Archiving, go to **Ticket Structure > Statuses > Archived** and select **Enable**.

You set the number of days that pass until a resolved ticket is automatically archived. Archived tickets will not show up in your Ticket Queues, but can be seen on the default Ticket List Archived. Additionally, archived Tickets will still show up when searching the helpdesk in the Global Search app.

The ticket status can be changed back from archived by Agents with the correct permission.

مواضيع ذات صلة

- What is Ticket Archiving and why should I use it?