

?What is Ticket Archiving and why should I use it

Ticket Structure - تعليقات () - Lara Proud - 2023-09-07

Ticket archiving is used to maintain performance on helpdesks with a very large number of old tickets. But it is only necessary if you have over a million tickets and are noticing slow performance in the agent interface

Enabling archiving automatically moves resolved tickets to a special archived status after a set period of time. Archived tickets won't show up in Queues, but can be accessed through Lists

Enabling Archiving

1. In admin, go to **Ticket Structure > Statuses > Archived** and select **Enable**

2. Select how much time has to pass before a resolved ticket becomes archived

Effects of archiving

1. (Archived tickets do not show up in Queues (except the **Archived** list

2. Archived tickets still show up in searches

3. Agents with the correct permission can change archived tickets back to another status

Archiving and Reports

When you create custom reports with the Reports Builder, tickets that have been archived will not show up if your query is only for resolved tickets

Note

This can lead to custom reports giving misleading results - for example, a report might say your helpdesk resolved zero tickets last year if they have since all been archived

Archived tickets have a **tickets.status** value of 'archived'

To ensure you match resolved OR archived tickets, you should check for

```
('WHERE tickets.status IN ('resolved', 'archived
```

There is also a **tickets.date_archived** field which indicates when the ticket was last archived

Note

.Built-in reports for resolved tickets already include archived tickets

البطاقات

Ticket Archiving

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