Can I import data from other systems or helpdesks?

Mike S. - 2023-09-20 - Kommentare (0) - Deskpro Legacy

We know how important your data is; data portability is part of our company's core values. The Deskpro team has put a lot of effort into helping you migrate your data into Deskpro. You have a number of options on how to proceed:

1. I just want to import users and organizations

Deskpro includes a tool to upload a CSV of your user data directly from within the admin interface. This works on both On-Premise and Cloud deployments of Deskpro.

If you have users from another system and you want to quickly create Deskpro accounts for them, you can import a CSV file via the admin interface. The CSV file is a simple comma-separated file that can be easily exported from a program like Excel. The CSV importer can be found in **CRM > CSV Import**.

For details of how to use it, see the admin manual section Importing user data in CSV format.

2. Importing agent data

You can import agent data in the admin interface under **Agents** using the **Bulk Add Agents** button.

You can either bulk invite agents by supplying a list of email addresses, or upload their details in CSV format. See the admin manual section Bulk adding agents.

3. I'm using Kayako, Zendesk, OsTicket, Spiceworks

We currently provide importers for the following products. Please follow the instructions for the product you wish to import your data from.

1. Kayako

2. Zendesk

3. Spiceworks

4. OsTickets

4. Importing ticket data

If you want to import help desk data from an alternative external system, you can either use the Deskpro API (requires coding skills), or we can import data for you on a consultancy basis - please contact support@deskpro.com if this is something you are interested in.

Deskpro On-Premise customers also have the option to write their own advanced importer. More details can be found here (see point 3).