

Can I import data from other systems or helpdesks?

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Migrating your helpdesk data to Deskpro is a seamless process, thanks to our robust import tools and partnerships designed to facilitate data transfer from various systems. Here's how you can transition your data:

CSV Importer

If you're looking for a simple approach, Deskpro's CSV Importer allows you to upload tickets, users, and organizations via CSV format. Keep in mind that ticket imports using CSV are limited—they only include ticket properties and the first message, excluding ticket message content and attachments.

To import using this method:

1. Navigate to Admin > Data > Importer.
2. Upload your CSV file containing the relevant user and organization information.

For detailed instructions, refer to our [admin guide](#).

Importing Agent Data

To add multiple agents efficiently, Deskpro provides a bulk import feature.

To import agent data:

1. Go to Admin > Agents > Agent Profiles.
2. Click on the arrow next to + New and select Bulk Add.
3. You can either:
 - Bulk invite agents by providing a list of email addresses.
 - Upload agent details using a CSV template.

Migrating from Other Helpdesk Systems

For comprehensive data migration from other helpdesk platforms, Deskpro has partnered with **Helpdesk Migration**, an external tool that simplifies the transfer process from major helpdesk providers.

Migration process:

1. **Preparation:** Analyze your existing data and set up the migration process.
2. **Migration:** Securely transfer your tickets, agents, organizations, and knowledge base articles.
3. **Post-Migration:** Validate the data to ensure everything is in place for a seamless experience.

The typical migration timeline is **1-2 weeks**.

Flexible Pricing & Free Demo

The cost of migration depends on factors such as data volume, complexity, and additional options. To help you get started, a **free demo migration** is available, transferring up to **20 records** so you can test the process before committing.

Why Choose Helpdesk Migration?

- **Secure & Reliable:** Your data is handled with strict security protocols.
- **Fast & Efficient:** Minimize downtime and get up and running quickly.
- **Expert Support:** Dedicated customer support ensures a hassle-free experience.

Need Assistance?

Our team is here to help! If you have questions or need guidance on the best migration solution for your needs, please reach out to us.