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## Can I import the tickets and other information from my legacy helpdesk?

Ben Henley - 2023-10-06 - [Comments \(0\)](#) - [Data Import & Export](#)

### Question:


I'm switching from a different helpdesk. Can I import all my data from there into Deskpro?

### Answer:

**Depending on the data, there are different ways to import the data you need into Deskpro from your old system.**

#### User Data

Deskpro has an in-product User and Organization CSV import tool. This can be found in Admin > Data > Importer:

 **Importer**

The importer allows you to import CRM data in the CSV format into Deskpro. To begin select a data source.

CRM Importer

Users

Import Now

Import History ▾

Organizations

Import Now

#### Ticket & Knowledge Data

Deskpro is partnered with a 3rd party tool for running imports of tickets and other content such as Knowledgebase articles.

If you are interested in having your tickets imported with our 3rd party, please contact [sales@deskpro.com](mailto:sales@deskpro.com) with the name of the tool you would like to import from and the number of objects to import e.g. 60000 tickets and 100 articles.