Setting Up an Escalation for Data Retention in Deskpro

Kim - 2024-08-01 - [Comments (0)](#) - [Business Rules](#)

Escalations in Deskpro are a useful tool for managing data retention. You can configure tickets to be archived or deleted after a specific period, helping you comply with data retention policies.

Step-by-Step Guide:

Navigate to Escalations:

Go to Admin > Business Rules > Escalations > + New

Select the Event:

- Choose the event "The ticket has been resolved for..."

- Set the duration (weeks or years) to determine how long the ticket will remain before being deleted.

Configure Criteria (Optional):

- Criteria can be set to customize the escalation. For instance, you might choose to escalate tickets that have a certain label. In the example, you can see we're selecting tickets that have the label 'Contains contact info.'

Define Actions:

- Specify the action to be taken on the ticket: either archive or delete.

- You can also define the reason for the action, such as "Data retention."

④ Actions

These actions will apply when all of the criteria pass.

Then	the following actions will run

Delete ticket ▾   ⬤ Define reason for delete

Reason   Data retention

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