

## What is Ticket Archiving and why should I use it?

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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When you create custom reports with the Reports Builder, tickets that have been archived will not show up if your query is only for resolved tickets.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results - for example, a report might say your helpdesk resolved zero tickets last year if they have since all been archived.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.

Tags

Ticket Archiving

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