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# Setting Up an Escalation for Data Retention in Deskpro

Kim - 2024-08-01 - [Comentarios \(0\)](#) - [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.

#### 2 Event

|                                     |   |       |
|-------------------------------------|---|-------|
| The ticket has been resolved for... | 2 | years |
|-------------------------------------|---|-------|

### 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.'

#### 3 Criteria

Criteria that must match for the escalation to apply to a ticket.

|      |                                          |           |                         |  |
|------|------------------------------------------|-----------|-------------------------|--|
| When | the following conditions are met:        |           |                         |  |
|      | Labels                                   | contains  | Contains contact info X |  |
| And  | any of the following conditions are met: |           |                         |  |
|      | Select...                                | Select... |                         |  |

### 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

Reason

Data retention

Define reason for delete

+