

Setting Up an Escalation for Data Retention in Deskpro

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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" •

