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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.

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

	<input type="text" value="Delete ticket"/>	<input checked="" type="checkbox"/> Define reason for delete
	Reason	<input type="text" value="Data retention"/>

